



**Federal Acquisition Service**  
**GSA Great Lakes Region**  
Agile Training and Program Support Services  
Solicitation ID16180002  
Page 1 of 10

# **REQUEST FOR QUOTE**

**(NON-COMPETITIVE)**

## **INSTRUCTIONS AND INFORMATION FOR THE OFFEROR**

**Issued by GSA Region 5, Federal Acquisition Service, Acquisition Operations Division**

**Project Name: Agile Training and Program Support Services**

**ITSS Solicitation #: ID16180002**

**Contract Type: Unless otherwise negotiated, this Task order is being solicited and will be awarded using the following contract type.**

☐ firm fixed-priced, ☐ labor hour Task Order, ☒ Combination FFP- Labor Hour or Time and Materials.

(double click box and select "not checked" or "checked")

**Requiring Activity: GSA Common Acquisition Platform**

**Contractor: Ascella Technologies, Inc.**

**Federal Supply Schedule: IT Schedule 70 Information Technology Equipment, Software, and Service**

**Contract #: GS-06F-0674Z, 8(a) STARS II**

**NAICS Code: 541519 Other Computer Related Services**

**Product Service Code: D399 Other IT and Telecommunications**

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## 1. Introduction

The Federal Acquisition Service, General Services Administration, Region 5, on behalf of the GSA Common Acquisition Platform (CAP) hereby issues a request for quote (RFQ) under the referenced 8(a) STARS II contract. Identifying information is provided on this title page of this RFQ.

Unless otherwise stated, the terms and conditions of the 8(a) STARS II contract upon which this requirement is based apply to this task order.

This task order is for the purchase of services that fall within the scope of the project title and work description.

## 2. Schedule of Items and Prices

The contractor shall submit a price proposal based on its 8(a) STARS II contract labor rates (OR item rates). Further discounts are requested consistent with the size of this requirement.

### Base Period:

CLIN 1001: Leading SAFe course in accordance with PWS 4.1.1, total FFP = \$xx.xx

CLIN 1002: SAFe Product Owner/Product Manager (POPM) course in accordance with PWS 4.1.2, total FFP= \$xx.xx

CLIN 1003: SAFe for Teams (SP) Seminar in accordance with PWS 4.1.3, for up to 50 Agile Release Train participants, total FFP = \$xx.xx

CLIN 1004: Optional SAFe for Teams (SP) in accordance with PWS 4.1.3, price for each participant over 50 (51-150), NTE 100 participants, rate = \$xx.xx, total NTE amounts = \$xx.xx

CLIN 1005: SAFe Scrum Master (SSM) course in accordance with PWS 4.1.4, total FFP = \$xx.xx

CLIN 1006: JIRA training in accordance with PWS 4.1.5, total FFP = \$xx.xx

CLIN 1007: Optional SAFe Advanced Scrum Master (SASM) in accordance PWS 4.1.6, total FFP = \$xx.xx

CLIN 1008: Optional SAFe Release Train Engineer (RTE) course in accordance with PWS 4.1.7, FFP= \$xx.xx

CLIN 1009: Optional SAFe DevOps Practitioner (SDP) course in accordance with PWS 4.1.8, FFP = \$xx.xx

CLIN 1010: Optional Custom Agile Tools training in accordance with PWS 4.1.9, FFP = \$xx.xx

CLIN 1011: Optional SAFe for Government (beta) course in accordance with PWS 4.1.10, FFP = \$xx.xx

CLIN 1012: Optional SAFe Agile Software Engineering (beta) in accordance with PWS 4.1.11, FFP = \$xx.xx

CLIN 1013: Business Subject Matter Specialist, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx

CLIN 1014: Business Systems Analyst – Intermediate, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx

CLIN 1015: IT Subject Matter Specialist, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx

CLIN 1016: Communications Analyst – Intermediate, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx

Base TOTAL Not to Exceed \$xx.xx

**Option 1 Period:**

CLIN 2001: Leading SAFe course in accordance with PWS 4.1.1, total FFP = \$xx.xx  
CLIN 2002: SAFe Product Owner/Product Manager (POPM) course in accordance with PWS 4.1.2, total FFP= \$xx.xx  
CLIN 2003: SAFe for Teams (SP) Seminar in accordance with PWS 4.1.3, for up to 50 Agile Release Train participants, total FFP = \$xx.xx  
CLIN 2004: Optional SAFe for Teams (SP) in accordance with PWS 4.1.3, price for each participant over 50 (51-150), NTE 100 participants, rate = \$xx.xx, total NTE amounts = \$xx.xx  
CLIN 2005: SAFe Scrum Master (SSM) course in accordance with PWS 4.1.4, total FFP = \$xx.xx  
CLIN 2006: JIRA training in accordance with PWS 4.1.5, total FFP = \$xx.xx  
CLIN 2007: Optional SAFe Advanced Scrum Master (SASM) in accordance PWS 4.1.6, total FFP = \$xx.xx  
CLIN 2008: Optional SAFe Release Train Engineer (RTE) course in accordance with PWS 4.1.7, FFP= \$xx.xx  
CLIN 2009: Optional SAFe DevOps Practitioner (SDP) course in accordance with PWS 4.1.8, FFP = \$xx.xx  
CLIN 2010: Optional Custom Agile Tools training in accordance with PWS 4.1.9, FFP = \$xx.xx  
CLIN 2011: Optional SAFe for Government (beta) course in accordance with PWS 4.1.10, FFP = \$xx.xx  
CLIN 2012: Optional SAFe Agile Software Engineering (beta) in accordance with PWS 4.1.11, FFP = \$xx.xx  
CLIN 2013: Business Subject Matter Specialist, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx  
CLIN 2014: Business Systems Analyst – Intermediate, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx  
CLIN 2015: IT Subject Matter Specialist, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx  
FFP = \$xx.xx  
CLIN 2016: Communications Analyst – Intermediate, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx

Option 1 TOTAL Not to Exceed \$xx.xx

**Option 2 Period:**

CLIN 3001: Leading SAFe course in accordance with PWS 4.1.1, total FFP = \$xx.xx  
CLIN 3002: SAFe Product Owner/Product Manager (POPM) course in accordance with PWS 4.1.2, total FFP= \$xx.xx  
CLIN 3003: SAFe for Teams (SP) Seminar in accordance with PWS 4.1.3, for up to 50 Agile Release Train participants, total FFP = \$xx.xx  
CLIN 3004: Optional SAFe for Teams (SP) in accordance with PWS 4.1.3, price for each participant over 50 (51-150), NTE 100 participants, rate = \$xx.xx, total NTE amounts = \$xx.xx  
CLIN 3005: SAFe Scrum Master (SSM) course in accordance with PWS 4.1.4, total FFP = \$xx.xx  
CLIN 3006: JIRA training in accordance with PWS 4.1.5, total FFP = \$xx.xx  
CLIN 3007: Optional SAFe Advanced Scrum Master (SASM) in accordance PWS 4.1.6, total FFP = \$xx.xx  
CLIN 3008: Optional SAFe Release Train Engineer (RTE) course in accordance with PWS 4.1.7, FFP= \$xx.xx  
CLIN 3009: Optional SAFe DevOps Practitioner (SDP) course in accordance with PWS 4.1.8, FFP = \$xx.xx

CLIN 3010: Optional Custom Agile Tools training in accordance with PWS 4.1.9, FFP = \$xx.xx  
CLIN 3011: Optional SAFe for Government (beta) course in accordance with PWS 4.1.10, FFP = \$xx.xx  
CLIN 3012: Optional SAFe Agile Software Engineering (beta) in accordance with PWS 4.1.11, FFP = \$xx.xx

Option 2 TOTAL Not to Exceed \$xx.xx

Task Order TOTAL Not to Exceed \$xx.xx

Note: The Contractor will only perform labor hour work after receiving written authorization to proceed by task order modification or direction given by the Contracting Officer's Representative. Contract Line Item Numbers (CLINs) for training courses may be exercised more than once in their respective contract period. Full Time Equivalent (FTE) = 1,960 hours.

### **3. Performance Work Statement / Statement of Work**

The contractor shall perform the specific work objectives and tasks, and furnish the deliverables that are identified in the attached PWS (Performance Work Statement) or SOW (Statement of Work).

### **4. Delivery Requirements**

#### ***Time of Delivery/Period of Performance***

This task order has a twelve month base period commencing on the date of award and two twelve-month option periods. The optional periods of performance may be awarded at the sole discretion of the government in accordance with the clause entitled Option to Extend the Term of the Contract (Mar 2000) (FAR 52.217-9), which will be included in the task order award in full text.

#### ***Place of Delivery – Location of Performance***

Delivery and performance information is provided in the attached PWS / SOW.

### **5. Proposal Contents**

Quotes must –

- Confirm that the offeror will furnish the item(s) or services described in this Bill of Materials / Performance Work Statement / Statement of Work.
- If individual contractor personnel are proposed for this effort, provide applicable management and staffing information.
  - Identify the personnel who are proposed for each labor category.
  - Include resume for each identified key personnel
  - Identify any proposed teaming or subcontracting arrangements.
- Confirm that the offeror will perform work and deliver items according to the government's work statement and delivery schedule.
- Verify compliance with an security requirements identified in the PWS or SOW.
- State the offered firm fixed-price or time and material price of the item(s) based on the Government-wide Acquisition Contract (GWAC) pricing. The price quote shall reflect the complete costs to perform the stated requirements.

*Note: If travel is identified in the PWS/SOW the following stipulations apply. Local travel from a contractor employee's residence to the contractor's work location or government work location is not reimbursable. Travel to remote locations (farther than 50 miles from the place of work) is reimbursable and shall be approved prior to travel and performed and reimbursed according to the Joint Travel Regulations (JTR) and applicable provision in the GWAC.*

- Reference the Solicitation number provided in the title of this document.
- Warranty: provide a copy of the offeror's commercial warranty, if applicable.
- Confirm compliance with Section 508 of the Rehabilitation Act of 1973. *[All services and/or products provided in response to this solicitation shall comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR Part 1194).]*
- Confirm SAM (System for Award Management) registration. *[The Contractor must be registered in SAM to receive an award in response to this solicitation. Vendors may register at <http://www.sam.gov>.]*
- Confirm compliance with the terms and conditions contained in this solicitation and its supporting documents.

## 6. Proposal / Quotation Submission

### ***Submission of Quote***

This requirement is being solicited and the offeror must submit its quote electronically through the GSA ASSIST/ Information Technology Solution Shop (ITSS) procurement portal ([web.ITSS.gsa.gov](http://web.ITSS.gsa.gov)) under the solicitation number noted above. If you have technical difficulties using the ITSS system please contact GSA ITSS Technical Support at <https://portal.fas.gsa.gov/group/aasbs-portal/itss-home>, or by calling toll free 877 / 243-2889 and follow the prompts.

### ***ITSS Registration Requirement***

This requirement is being solicited and will be awarded and administered through the GSA Information Technology Solution Shop (ITSS) procurement portal under the solicitation number noted above. **Offerors must be registered in the ITSS system to be considered for award. If your company is not registered in the ITSS system, it is highly recommended you complete your registration prior to the due date for Government receipt of quotations to ensure timely processing of your response.** Instructions for registering are provided on the web site (<https://portal.fas.gsa.gov/group/aasbs-portal/itss-home>), lower left hand corner of the web page. If you have technical difficulties registering or using the ITSS system please contact GSA ITSS Technical Support by calling toll free 877 / 243-2889 and following the prompts (currently press #2 for registration).

### ***ITSS Attachment Restrictions***

Quotations must conform to formats compatible with Microsoft Office software (i.e., MS Word, MS Excel, etc.) with all external objects embedded (not linked) or Portable Document Format (.pdf). *[Note: This stipulation is for compatibility with government software, only, and is not an endorsement of Microsoft Corporation, Adobe Systems, Inc.,*

*or other manufactures of compatible software or of their products.]* Multimedia files will not be accepted, e.g., QuickTime or Windows Media Player, RealPlayer, etc. GSA electronic systems will accept documents up to 2MB in size, each; although, larger documents may be accepted. The number of documents is not restricted.

## **7. Proposal Review**

The quote will be reviewed for compliance with the PWS, GWAC provisions and pricing. Additionally, quoted labor categories, level-of-effort, labor mix, labor rates, and prices or quoted item prices (whichever apply) will be verified to ensure that they are appropriate to perform the work, fair, and reasonable.

## **8. Task order Award**

### ***Basis of Award***

The Government will make an award resulting from this solicitation (RFQ/RFP) based on the provisions of Government-wide Acquisition Contract and this solicitation.

### ***Award Format and Contents***

The task order resulting from this solicitation will be awarded electronically on a GSA Form 300 in the GSA ITSS system. The vendor receiving the award will be notified by email through the ITSS system automated notification function. The Task order will contain all applicable vendor, product identification, order processing, price, and invoicing and payment information.

## **9. Quality Assurance / Quality Control**

An order resulting from this solicitation will be subject to the quality assurance and quality control provisions of the Contractor's Quality Control Plan (if required by the PWS/SOW) and the Government's Quality Assurance Surveillance Plan.

## **10. Invoicing and Payment**

Invoicing and payment information will be provided in the resulting task order.

## **11. Proposal Preparation and Pre-Award Costs**

This RFQ does not commit the Government to pay any quote preparation and submission or other pre-award costs.

## **12. Representations and Certifications**

The Government shall rely on the offeror's Representations and Certifications, as submitted in response to the applicable GWAC contract when making any award based on this solicitation.

## **13. Subcontracting Plan**

If the offeror is other than a small business, the government shall rely on the offeror's Subcontracting Plan, as submitted in response to the applicable GWAC when making any award based on this solicitation.

## **14. Funding**

The Government intends to fully fund this requirement. In the event the Government is unable to fully fund this requirement, the appropriate incremental funding provisions will be included in the task order award.

## **15. Privacy**

Information received by the Government, from vendors, in response to this solicitation that is subject to the Privacy Act shall be used in complete accordance with all rules of conduct as applicable to Privacy Act Information.

## **16. Requests for Changes, Clarifications or Additional Information**

The government Contracting Officer is the offeror's single point of contact for questions, clarifications, comments, and additional information regarding this solicitation. **ADDRESS ALL QUESTIONS REGARDING THIS SOLICITATION TO THE CONTRACTING OFFICER BEFORE PROPOSALS OR QUOTATIONS ARE DUE.**

Additionally, no representative of the vendor or the Government is authorized to negotiate or otherwise change the terms and conditions of this solicitation, or enter into any additional agreements regarding this solicitation without the written approval of the Contracting Officer.

Address correspondence to –

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## **17. Clauses Incorporated by Reference**

The following clauses will be incorporated into this task order by reference.

FAR 52.204-2, Security Requirements  
FAR 52.239-1, Privacy or Security Safeguards  
FAR 52.204-21, Basic Safeguarding of Covered Contractor Information Systems  
GSAR 552.204-9, Personal Identity Verification Requirements  
GSAR 552.239-70, Information Technology Security Plan and Security Authorization

Safeguarding Sensitive Data and Information Technology Resources

(a) In accordance with FAR 39.105, this section is included in the contract.

(b) This section applies to all who access or use GSA information technology (IT) resources or sensitive data, including awardees, contractors, subcontractors, lessors, suppliers and manufacturers.

|

(c) The GSA policies as identified in paragraphs (d), (e) and (f) of this section are applicable to the contract. These policies can be found at <http://www.gsa.gov/directives> or <https://insite.gsa.gov/directives>.

(d) All of the GSA policies listed in this paragraph must be followed.

(1) CIO P 1878.2A Conducting Privacy Impact Assessments (PIAs) in GSA

(2) CIO P 2100.1 GSA Information Technology (IT) Security Policy

(3) CIO P 2180.1 GSA Rules of Behavior for Handling Personally Identifiable Information (PII)

(4) CIO 9297.1 GSA Data Release Policy

(5) CIO 9297.28 GSA Information Breach Notification Policy

(e) All of the GSA policies listed in this paragraph must be followed, when inside a GSA building or inside a GSA firewall.

(1) CIO P 2100.28 GSA Wireless Local Area Network (LAN) Security

(2) CIO 2100.38 Mandatory Information Technology (IT) Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities

(3) CIO 2104.1A GSA Information Technology IT General Rules of Behavior

(4) CIO 2182.2 Mandatory Use of Personal Identity Verification (PIV) Credentials

(5) ADM P 9732.1 D Suitability and Personnel Security

(f) The GSA policies listed in this paragraph must be followed, if applicable.

[Contracting Officer check all policies that apply.]

(1) ☐ CIO 2102.1 Information Technology (IT) Integration Policy

(2) ☒ CIO 2105.1 C GSA Section 508: Managing Electronic and Information Technology for Individuals with Disabilities

(3) ☐ CIO 2106.1 GSA Social Media Policy

(4) ☒ CIO 2107.1 Implementation of the Online Resource Reservation Software

(5) ☒ CIO 2108.1 Software License Management

(6) ☒ CIO 2160.29 GSA Electronic Messaging and Related Services

(7) ☒ CIO 2160.4A Provisioning of Information Technology (IT) Devices

(8) ☒ CIO 2162.1 Digital Signatures

(9) ☒ CIO P 2165.2 GSA Telecommunications Policy

(g) The contractor and subcontractors must insert the substance of this section in all subcontracts.

## 18. Clauses Incorporated in Full Text

### Option to Extend Services

As prescribed in FAR [17.208](#)(f), the following clause applies to this task order.

#### Option to Extend Services (Nov 1999)(FAR 52.217-8)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within one day of task order expiration.

(End of clause)

### <b>Option to Extend the Term of the Contract</b>

As prescribed in FAR [17.208](#)(g), the following clause applies to this task order.

#### Option to Extend the Term of the Contract (Mar 2000) (FAR 52.217-9)

(a) The Government may extend the term of this contract by written notice to the Contractor within 1 day prior to the end of the current performance period; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five years.

(End of clause)

## 19. Attachments

PWS / SOW (including attachments)

## **ID16180002 CHANGES TO PWS**

**The following are all the changes that have been made to the PWS to date. There were no amendments to the solicitation, and no other mods that changed the PWS.**

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### **Modification P00001**

#### **3. Performance Work Statement Section 4.2 Revision**

Objective 2 - Agile Program Support

to meet this objective, the Contractor shall perform the following services:

4.2.1 Contractor shall draft project approach

' Define overall objectives, tasks and dependencies

4.2.2 Contractor shall final project approach

' Define overall objectives, tasks and dependencies

4.2.3 Service Model Organizational Structure

Contractor shall provide service model governance structure

' Facilitate the establishment of a service model governance structure

4.2.4 Service Model Assessment

Contractor shall provide FY19 FAS Service Model assessment by human capital function

' Identify required capabilities to provide a complete solution to each service model in keeping with Agile principles

4.2.5 Contractor shall draft FY19 FAS Service Model Plan (human capital)

' Conduct analysis to align service model governance to the FAS organization

' Define human capital capabilities required to support service model structure

4.2.6 Contractor shall provide FY19 FAS Service Model Plan (system)

by system

' Analyze goals and business needs of each service model utilizing Agile practices

4.2.7 Contractor shall draft Service model system roadmap

' Assess current and future state business capabilities by applying service model

4.2.8 Contractor shall draft Final Service model system roadmap

' Identify business capability gaps by service model and prioritize based on value to the business

' Develop & support execution of a roadmap to close business capability gaps

4.2.9 Contractor shall draft FY20 strategic plan

' Facilitate strategic planning sessions with senior staff & develop briefings

4.2.10 Contractor shall provide FAS system roadmap implementation artifacts

' Provide ad-hoc analysis and facilitation support to drive increased definition and adoption of the organization's vision and the ongoing SAFe Agile transformation

4.2.11 Contractor shall provide Performance metrics

' Categorize key organizational goals & identify and build Key Performance Indicators (KPIs) to measure progress

4.2.12 Contractor shall draft OSM dashboard

' Segment stakeholders based on metric needs & develop and deploy metric dashboards

4.2.13 2020 training plan

' Assess current and future state human capital capabilities required to support on-going organizational culture change

' Identify human capital gaps and develop and facilitate execution of a plan to address identified gaps

4.2.14 Organization change management plan

' Support ongoing communication and change management activities

#### **4. DELIVERABLES**

Under Section 7 of the PWS, the Deliverables schedule is revised to change the delivery dates for the following deliverables

Sec 4 Objective 4.2.1 - Draft project approach

Sec 4 Objective 4.2.2 - Final project approach

Sec 4 Objective 4.2.3 - Service model organization structure

Sec 4 Objective 4.2.4 - Service Model Assessment

Sec 4 Objective 4.2.5 - FY19 FAS Service Model Plan (human capital)

Sec 4 Objective 4.2.6 - FY19 FAS Service Model Plan (system)

Sec 4 Objective 4.2.7 - Draft Service model system roadmap

Sec 4 Objective 4.2.8 - Final Service model system roadmap

Section 4 Objective 4.2.9 - FY 20 Strategic Plan is revised to September 30, 2019

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## **Modification P00002**

### **3. Performance Work Statement Section 4.1 and 4.2 Revision**

The following courses under Objective 1 are revised as follows:

4.1.3 SAFe for Teams (SP) is revised from a minimum of 50 to 25 Agile Release Train (ART) as follows.

Contractor shall provide up to two (2) two day SAFe for Teams (SP) training sessions for a minimum of 25 and up to 150 Agile Release Train (ART) participants to:

- ' Gain experience as an ART member
- ' Write stories and break down features
- ' Learn how to integrate with other teams

4.1.4 SAFe Scrum Master (SSM) session is revised from 25 to 12 participants as follows:

Contractor shall provide two (2) day SAFe Scrum Master (SSM) session for up to 12 participants to:

- ' Learn to facilitate team and program level events
- ' Explore Scrum in the context of the enterprise
- ' Become a servant leader and coach

4.1.6 SAFe Advanced Scrum Master (SASM) is revised from 25 to 12 participants as follows:

Contractor shall provide a two (2) day SAFe Advanced Scrum Master (SASM) session for up to 12 CAP and IT team members (Optional) to:

- ' Learn advanced skills to facilitate team and program level events at scale
- ' Explore advanced Scrum practices in the context of the enterprise
- ' Develop skills as a servant leader and coach

4.1.9 Contractor shall provide a one (1) day Custom Agile Topics and Tools training sessions to CAP and IT team members (Optional)

Courses under 4.1.12 - 4.1.14 are added as follows:

4.1.12 Contractor shall provide a two (2) days Agile Product and Solution Management session for up to 25 CAP and IT team members and shall accomplish the following learning objectives to:

- ' Use Design Thinking to create products and solutions that are desirable, viable, feasible, sustainable

- ' Recognize how Continuous Exploration fuels innovation and helps define a vision, strategy and roadmap and accelerate the product lifecycle to deliver exceptional products and solutions that delight customers

- ' Identify and internalize the mindset and leader behaviors essential to Lean Agile transformation

4.1.13 Contractor shall provide a three (3) days SAFe for Architects session for up to 25 CAP and IT team members and shall accomplish the following learning objectives to:

- ' Prepare systems, solutions and enterprise architects to engage across the organization as effective leaders and change agents to collaboratively deliver architectural solutions

- ' Appreciate how to align architecture with business value to drive continuous flow to large systems-of-systems while supporting SAFe program execution

- ' Identify and internalize the mindset and leader behaviors essential to Lean Agile transformation

4.1.14 Contractor shall provide a three (3) days Lean Portfolio Management session for up to 25 CAP and IT team members. Contractor shall and shall accomplish the following learning objectives:

- ' Gain practical tools and techniques necessary to implement the Lean Portfolio Management functions of Strategy and Investment Funding, Lean Governance and Agile Portfolio Operations

- ' Provide the opportunity to capture the current and future state of their portfolio with the Portfolio canvas tool and identify important business initiatives for achieving the future state

- ' Provide insights on how to establish Value Stream Budgets and Lean Budget Guardrails and measure the Lean portfolio performance

- ' Identify and internalize the mindset and leader behaviors essential to Lean Agile transformation

Under PWS Section 4, Objective 2 the following tasks are revised as follows:

4.2.9 FY 20 Strategic Plan is revised to FY 21 OSM Strategic Plan (Phase 1) Contractor shall evaluate effectiveness of FSGC across multiple dimensions, including but not limited to:

- ' Cycle time

- ' Efficiency

- ' Impact

- ' Cost

- ' Complexity

- ' Conduct current-state and to-be analyses of identified FSGC processes and tools

- ' Develop improvement recommendations

- ' Develop and refine processes, tools, and other materials to support move to the to-be state

- ' Support automation of FSCG processes and communications, and monitoring execution of EBCs

- ' Support communications and change management, including optimizing "roles & responsibilities"

- ' Collect and monitor performance metrics

- ' Identify & create metrics to gauge Investment, Governance, and Systems effectiveness & efficiency

4.2.10 FAS System Roadman Implementation is revised to Maturation of FAS Systems Contractor shall provide Governance Council (FSGC) Operations (Phase 1) in accordance with PWS 4.2.7, 4.2.8, 4.2.10 and 4.2.11

- ' Evaluate effectiveness of FSGC across multiple dimensions, including but not limited to:
- ' Cycle time
- ' Efficiency
- ' Impact
- ' Cost
- ' Complexity
- ' Conduct current-state and to-be analyses of identified FSGC processes and tools
- ' Develop improvement recommendations
- ' Develop and refine processes, tools, and other materials to support move to the to-be state
- ' Support automation of FSCG processes and communications, and monitoring execution of EBCs
- ' Support communications and change management, including optimizing "roles & responsibilities"
- ' Collect and monitor performance metrics
- ' Identify & create metrics to gauge Investment, Governance, and Systems effectiveness & efficiency

4.2.11 Performance Metrics is revised to Maturation of FSGC Operations (Phase 2)  
Contractor shall provide Maturation of FSGC Operations (Phase 2) in accordance with PWS 4.2.7, 4.2.8, 4.2.10 and 4.2.11

- ' Evaluate effectiveness of FSGC across multiple dimensions, including but not limited to:
- ' Cycle time
- ' Efficiency
- ' Impact
- ' Cost
- ' Complexity
- ' Conduct current-state and to-be analyses of identified FSGC processes and tools
- ' Develop improvement recommendations
- ' Develop and refine processes, tools, and other materials to support move to the to-be state
- ' Support automation of FSCG processes and communications, and monitoring execution of EBCs
- ' Support communications and change management, including optimizing "roles & responsibilities"
- ' Collect and monitor performance metrics
- ' Identify & create metrics to gauge Investment, Governance, and Systems effectiveness & efficiency

4.2.12 Revise draft OSM Dashboard to GAP Analysis of OSM Processes  
Contractor shall perform Gap Analysis of OSM Processes in accordance with PWS 4.2.3, 4.2.4, 4.2.5,

4.2.6, 4.2.12 and 4.2.13.

- ' Collect data to measure effectiveness of OSM processes
- ' Conduct current-state and to-be analyses of identified OSM processes and tools
- ' Identify potential improvement opportunities
- ' Develop strategic recommendations to improve collaboration and alignment with GSA OCIO
- ' Develop strategic recommendations to improve collaboration and alignment with GSA OCFO
- ' Develop strategic recommendations to improve collaboration and alignment with other FAS offices
- ' Develop process improvement recommendations
- ' Support communications and change management, including optimizing "roles & responsibilities"

4.2.13 Revise 2020 Training Plan to FY21 OSM Strategic Plan (Phase 2) Contractor shall provide FY21 OSM Strategic Plan (Phase 2) in accordance with PWS 4.2.9

- ' Analyze performance against FY20 goals & priorities
- ' Facilitate development of specific FY21 priorities, potentially including but not limited to:
  - ' Optimizing OSM Operating Model
  - ' Improving collaboration between OSM and other FAS offices
  - ' Increasing alignment between OSM and GSA OCIO & OCFO
  - ' Enhancing OSM workforce skills and effectiveness
- ' Identify specific activities, roles & responsibilities, dependencies, and timelines /milestones for FY21 priorities

4.2.14 Organizational Change Management Plan is revised to Stakeholder Management and Engagement. Contractor shall provide Stakeholder Management and Engagement in accordance with PWS 4.2.14

- ' Conduct quantitative & qualitative analyses
- ' Create materials for, and facilitate, stakeholder meetings
- ' Facilitate creation of change management strategies
- ' Develop communications materials
- ' Identify and manage risks
- ' Monitor performance metrics

#### **4. DELIVERABLES**

Under Section 7 of the PWS, the Deliverables schedule is revised.

Attachment 1 provides the revised Deliverable schedule.

---

#### **Modification P00004**

### **2. PERFORMANCE WORK STATEMENT SECTION 4.1 and 4.2 Revision**

Under PWS Section 4, Objective 1 the following task is revised as follows:

4.1.4 under CLIN 2005: Optional SAFe Scrum Master (SSM) course in accordance with PWS 4.1.4 is revised to correct number of participants from 12 to 25.

Under PWS Section 4, Objective 2 the following tasks are revised as follows:

4.2.9 FY 21 OSM Strategic Plan (Phase 1) is revised as OSM Operating Model Recommendations in accordance with PWS 4.2.9. Contractor shall:

- ' Facilitate discussions and workshops with OSM staff and GSA stakeholders to identify pain points and opportunity areas
- ' Identify potential improvement opportunities & conduct cost/benefit analysis
- ' Develop recommended implementation plan
- ' Identify & create metrics to gauge Investment, Governance, and Systems effectiveness & efficiency

Under 4.2.13, FY21 OSM Strategic Plan, the references are revised as follows:

4.2.13 FY21 OSM Strategic Plan Contractor shall provide FY21 OSM Strategic Plan in accordance with PWS 4.2.3, 4.2.4, 4.2.5, 4.2.6, 4.2.12, and 4.2.13

### **3. DELIVERABLES**

Under Section 7 of the PWS, the Deliverables schedule is revised.

Attachment 1 provides the revised Deliverable schedule.

---

Section 7 Deliverables Table of the PWS is revised as follows:

The following abbreviations are used in this schedule: NLT: No Later Than

TOA: Task Order Award

All references to Days: Government Workdays

The Contractor shall deliver the data items listed in the table, below:

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Sec 4 Objective 1 4.1.3	SAFe for Teams	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 1 4.1.4	SAFe Scrum Master	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 1 4.1.5	JIRA Training	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 1 4.1.6	SAFe Advanced Scrum Master (Optional)	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
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Sec 4 Objective 4.2.1	Draft project approach	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.2	Final project approach	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.3	Service model governance structure	Due December 31, 2018	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.4	FY19 FAS Service Model assessment	Due March 31, 2019	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.5	FY19 FAS Service Model plan (human capital)	Due March 31, 2019	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.6	FY19 FAS Service Model plan (system)	Due March 31, 2019	Electronically to the GSA ITSS System & email to the CAP COR
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Sec 4 Objective 4.2.9	FY20 strategic plan	Due September 30, 2019	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.10	Organization change management plan	Due September 30, 2019	Electronically to the GSA ITSS System & email to the CAP COR

Sec 4 Objective 4.2.11	Performance Metrics	Due December 31, 2019	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.12	OSM Dashboard	Due March 31, 2020	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.13	2020 Training Plan	Due May 31, 2020	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.14	FAS System Roadmap Implementation Artifacts	Due August 26, 2020	Electronically to the GSA ITSS System & email to the CAP COR

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<center>End of Award Text</center>

**PERFORMANCE WORK STATEMENT**

For

**FAS/OFFICE OF SYSTEMS MANAGEMENT AGILE TRAINING AND PROGRAM SUPPORT  
SERVICES**

**A procurement by the  
U.S. General Services Administration  
Region 5 Federal Acquisition Service, Acquisition Operations Division  
on behalf of  
GSA/FAS OFFICE OF SYSTEMS MANAGEMENT  
Washington, D.C.**

**Solicitation Number - ID16180002  
Contract Number - GS-06F-0674Z**

**This requirement is being solicited as a Task Order under the  
Alliant STARS II 8(a) GWAC**

**NAICS: 541519 – Other Computer Related  
Services  
PSC: D399 IT and Telecom- Other IT and  
Telecommunications**



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## 1 Background

### **Definitions**

**CAP** - Common Acquisition Platform provides the acquisition professional with a more integrated, comprehensive suite of knowledge and data as well as a better toolset of systems to support enhanced execution.

**CO** – Government Contracting Officer

**COR** – Contracting Officer’s Representative (See Section 14, below)

**CPARS – Contractor Performance Assessment Reporting System** – This is a system that generates reports that are created by the government evaluators to document contractor performance.

**FAS** – Federal Acquisition Service

**FTE** – Full Time Equivalent, the number of labor hours equal to those that would be worked by one employee in a year. For this procurement action 1960 hours is considered an FTE.

**Normal Workweek** - A work week is 40 hours.

**OSM** - Office of Systems Management - integrates and unifies the federal award process for United States Government buyers and sellers, and enabling shared acquisition services with goals to reduce costs and generate

**Overtime** - Time worked by a contractor’s employee in excess of the employee’s normal workweek. (Note: Premium pay is not authorized under this task order for overtime work.)

**Quality Assurance** - A planned and systematic pattern of all actions necessary to provide confidence to the government that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved. For the purpose of this document, Quality Assurance refers to actions by the government.

**Quality Assurance Personnel (QAP)** - A functionally qualified government person(s) responsible for surveillance of contractor performance and providing communications to the contractor(s) and PCO.

**Quality Assurance Surveillance Plan (QASP)** - A plan detailing the contract surveillance procedures and containing the **Objectives, Measures and Expectations** that will be used to evaluate contractor performance of the PWS objectives.

**Quality Control** - Those actions taken by a contractor to control the production of outputs to ensure that they conform to the contract requirements.

## **TO – Task Order**

### ***Government Mission & Procurement Objective***

The Office of Systems Management is responsible for integrating and unifying the federal award process for United States Government buyers and sellers, and enabling shared acquisition services with goals to reduce costs and generate customer savings. The CAP Program Office operates under their authority.

Common Acquisition Platform (CAP) was established to efficiently and effectively meet the needs of GSA's Federal Acquisition Service customers.

CAP's vision is to forge tools to humanize the craft of acquisition.

CAP offers tools and capabilities to achieve this mission by:

- Building trust across FAS and re-branding CAP by clearly communicating CAP's mission and responsibilities and delivering high-quality products for CAP customers
- Ensuring that all of CAP has access to the capabilities and expertise that exist across FAS by sharing best practices / lessons learned and transitioning select team members into OSM
- Empowering CAP teams by clearly defining the CAP operating structure and holding teams accountable to following defined processes
- Maintaining close relationship with GSA IT by collaborating on roles and responsibilities and participating in vendor contract negotiations
- Providing team members with the skills and capabilities needed to modernize FAS systems. CAP will provide best-in-class tools, including SMEs, training and on-the-job experiences

The objective of this task order (TO) is to obtain contractor support to provide Agile Expertise through training and community of practice facilitation (such as Scaled Agile Framework, Kanban, Scrum and other Agile methodologies) within FAS/CAP leadership and teams. The contractor will also provide support to OSM, CAP, and FAS stakeholders to operationalize OSM's vision and strategy. The contractor support will enable OSM to align the organization's strategic vision with its operational activities to support ongoing organizational transformation.

This support will include the data collection, facilitation, and other analyses required to operate in a SAFe Agile environment, along with the development of strategies and recommendations to drive the implementation of the vision. This support will also include change management efforts required to facilitate CAP's ongoing organizational cultural transformation to Agile practices.

### ***Project History***

CAP is in the early stages of applying Agile Concepts. Ascella Technologies is providing agile training and coaching in support of the agile transformation activities for the GSA CAP. The CAP and IT teams have been creating a strong foundation for an agile culture, expanding the understanding of lean agile practices. FAS and CAP personnel will benefit from ongoing facilitated peer learning.

## **2 Requirements Overview**

CAP has partnered with GSA IT for high quality information technology (IT) solutions. GSA IT

provides them with the ever-evolving technology that is needed to attain new capabilities, better productivity, mobility, agility and cost savings.

***Procurement Vehicle***

This task order will be placed on a non-competitive basis under the Ascella Technologies, Inc. 8(a) STARS II Government-Wide Acquisition Contract (GWAC), #GS-06F-0674Z.

***Period of Performance***

The maximum potential period of performance of this order is three years starting on the day of Task Order award or designated effective date; with a Base Period of 12 months and two 12 month Option Periods. The Government reserves the unilateral right to exercise an option period prior to the expiration of the Base or current option period. The Government shall give the Contractor at least 30 days prior notice of its intent to exercise the option.

Planned performance periods are as follows:

Base year	August 27, 2018 – August 26, 2019
Option year 1	August 27, 2019 – August 26, 2020
Option year 2	August 27, 2020 – August 26, 2021

***Resources***

Under this contract/task order, unless otherwise stipulated (see Section 12 – Government Furnished Items), the Contractor shall furnish or provide all personnel, personnel management and supervision, all related internal supporting business functions (including background and “overhead” personnel) to perform the full range of technical and administrative services required by this contract/task order.

During the course of this contract/task order, the Government may make additional Government Furnished Items (GFIs) -- materials, equipment, and facilities -- available upon receipt of a written request from the Contractor.

The contractor’s Technical Representative to the Government. These GFIs, if provided, would be in addition to those initially set forth in Section 12.

The contractor shall provide fully trained personnel. (Reference “Staff Employee Requirement” in Section 9 of this PWS.)

Government personnel will be made available to provide technical input, answer questions, review completed draft deliverables, provide feedback, and provide shipping directions for deliverables.

***Placement and Management of Work***

All work under this Task Order shall be assigned through the Contractor’s Project Manager. The Government COR will coordinate all work with the Contractor’s Project Manager and will provide the Contractor’s Project Manager with assignments using a Task Directive form or other written documentation as agreed upon by the parties. Contractor employees shall perform work as specified in this task order as directed by the Contractor’s designated project manager, who shall have full responsibility for the assignment and monitoring of Contractor employee activities. All work shall be performed within the scope of this PWS and the Government will not ask or require the Contractor to perform work that is outside of the scope of this task order. (See Section 6 – Contract-wide Objectives 1 for details.)

### ***Customers***

The customer and recipient of all work performed under this contract order is GSA FAS OSM Washington, D.C.

### ***Performance Monitoring***

Contractor performance shall be monitored by the Government representatives in accordance with the Government's Quality Assurance Surveillance Plan (QASP, see Section 11).

## **3 Assumptions**

The contractor shall employ a staff with sufficient experience and expertise to perform each of the tasks in PWS.

## **4 Primary Performance Objectives (Technical)**

### **Technical Objectives Background**

Agile refers to the working philosophy and organizational cultural change as expressed in the Agile Manifesto and Agile Principles (<http://agilemanifesto.org/>), most appropriate for the development of large, complex information technology systems.

Contractor shall provide customized Agile and Program Support Services enabling the FAS OSM digital transformation. Agile includes several different frameworks in its approach. For the purposes of this TO, the Agile framework preferred is Scaled Agile Framework (SAFe). All references to Agile hereon in refer to the SAFe framework of Agile.

The adoption of Agile practices is unlike any other traditional new management practice where an organization tends to incorporate the new knowledge and style into its existing practices, with a mild impact on the organizational culture.

Agile dramatically impacts a wide variety of existing working practices within an organization, and triggers a significant organizational culture change that cannot be accommodated overnight. Thus, simply learning the knowledge about Agile is in itself insufficient for a staff or organization to become competent in implementing Agile. The Agile experience (i.e. doing it as opposed to reading or learning about it) differs significantly from traditional project management ("waterfall") practices used in the federal government which remains highly hierarchical, linear, and bureaucratic in its standard operating procedures and organizational structures.

The contractor shall provide customized Agile Services. If requested, through exercised option, contractor shall also provide Agile services to the FAS/CAP leadership and teams to facilitate the ongoing FAS/CAP Agile transformational journey.

### ***Overarching Technical Objectives***

The overall objective of this TO is to:

Provide training and facilitated Agile based Community of Practice (CoP) services in support of the Agile transformation activities for the FAS OSM. The CoP facilitates sharing of information and experiences through agile training and customized support services applied within the FAS OSM culture. The objective of this TO includes providing various training and program analyst support to help operationalize OSM's vision and strategy for FAS digital transformation.

### ***Objective 1 Agile Methodology Seminars***

To meet this objective, the Contractor shall provide training courses and seminars and accomplish the following objectives:

4.1.1 Contractor shall provide a two (2) day Leading SAFe (SA) workshop for up to 25 CAP and IT team members

- Develop a Lean-Agile Mindset
- Apply principles and practices of SAFe
- Coordinate, lead and support agile transformation at the enterprise level

4.1.2 Contractor shall provide a two (2) day SAFe Product Owner/Product Manager (POPM) training for up to 25 Epic Owners, Product Owners and Product Managers

- Apply lean agile values and economic prioritization
- Develop skills writing Lean Business Cases, epics, capabilities, features and user stories

4.1.3 Contractor shall provide up to two (2) two day SAFe for Teams (SP) training sessions for a minimum of 50 and up to 150 Agile Release Train (ART) participants

- Gain experience as an ART member
- Write stories and break down features
- Learn how to integrate with other teams

4.1.4 Contractor shall provide two (2) day SAFe Scrum Master (SSM) sessions for up to 12 participants

- Learn to facilitate team and program level events
- Explore Scrum in the context of the enterprise
- Become a servant leader and coach

4.1.5 Contractor shall provide a four (4) hour JIRA training sessions to CAP and IT team members

- Overview of the JIRA application
- Provide hands-on experience with most common tasks
- Specific guidance on the GSA FAS JIRA configuration

4.1.6 Contractor shall provide a two (2) day SAFe Advanced Scrum Master (SASM) session for up to 25 CAP and IT team members (Optional)

- Learn advanced skills to facilitate team and program level events at scale
- Explore advanced Scrum practices in the context of the enterprise
- Develop skills as a servant leader and coach

4.1.7 Contractor shall provide a two (2) day SAFe Release Train Engineer (RTE) session for up to 25 CAP and IT team members (Optional)

- Apply SAFe principles to enablement, facilitation and coaching in a multi-team environment
- Build a high performing team and foster relentless improvement at scale
- Hone leadership skills as a servant leader and coach

4.1.8 Contractor shall provide a two (2) day SAFe DevOps Practitioner (SDP) session for up to 25 CAP and IT team members (Optional)

- Learn advanced skills to facilitate team and program level events
- Explore advanced Scrum practices in the context of the enterprise
- Become a better servant leader and coach

4.1.9 Contractor shall provide a one (1) day Custom Agile Tools training sessions to CAP and IT team members (Optional)

- Overview of the Custom Agile Lifecycle Management applications
- Provide hands-on experience with most common tasks
- Specific guidance on the GSA FAS tools configuration

4.1.10 Contractor shall provide a two (2) day SAFe for Government (beta) session for up to 25 CAP and IT team members (Optional)

- Learn to transition government projects and products to a SAFe environment
- Adapt existing processes to flow-based practices using emerging government guidelines
- Identify and internalize the mindset and leader behaviors essential to Lean Agile transformation

4.1.11 Contractor shall provide a two (2) day SAFe Agile Software Engineering (beta) session for up to 25 CAP and IT team members (Optional)

- Define Agile Software Engineering and underlying practices
- Create alignment between tests and practices
- Collaborate on intentional architecture and emergent design

4.1.12 Contractor shall host seminars and provide learning activities and breakout sessions for onsite attendees and remote/offsite participants.

4.1.13 Training materials shall be provided to COR for advance review no later than one (1) week prior to the scheduled training course. Training materials should be provided in electronic format to upload to the ITSS/ASSIST portal for reference.

4.1.14 With the exception of 4.1.5 and 4.1.9, contractor shall administer an examination to assess trainees progress toward meeting training objectives.

### ***Objective 2 – Agile Program Support***

to meet this objective, the Contractor shall perform the following services:

4.2.1 Contractor shall draft project approach

- Define overall objectives, tasks and dependencies

4.2.2 Contractor shall final project approach

- Define overall objectives, tasks and dependencies

4.2.3 Contractor shall provide service model organization structure

- Facilitate the establishment of a service model governance structure

4.2.4 Contractor shall provide As-is & To-be capability assessment by human capital function

- Identify required capabilities to provide a complete solution to each service model in keeping with Agile principles

4.2.5 Contractor shall draft FY19 FAS solution rationalization & Human Capital plan

- Conduct analysis to align service model governance to the FAS organization
- Define human capital capabilities required to support service model structure

4.2.6 Contractor shall provide As-is & To-be capability assessment by system

- Analyze goals and business needs of each service model utilizing Agile practices

4.2.7 Contractor shall draft Service model system roadmap

- Assess current and future state business capabilities by applying service model

4.2.8 Contractor shall draft Final Service model system roadmap

- Identify business capability gaps by service model and prioritize based on value to the business
- Develop & support execution of a roadmap to close business capability gaps

4.2.9 Contractor shall draft FY20 strategic plan

- Facilitate strategic planning sessions with senior staff & develop briefings

4.2.10 Contractor shall provide FAS system roadmap implementation artifacts

- Provide ad-hoc analysis and facilitation support to drive increased definition and adoption of the organization's vision and the ongoing SAFe Agile transformation

4.2.11 Contractor shall provide Performance metrics

- Categorize key organizational goals & identify and build Key Performance Indicators (KPIs) to measure progress

4.2.12 Contractor shall draft OSM dashboard

- Segment stakeholders based on metric needs & develop and deploy metric dashboards

4.2.13 2020 training plan

- Assess current and future state human capital capabilities required to support on-going organizational culture change
- Identify human capital gaps and develop and facilitate execution of a plan to address identified gaps

4.2.14 Organization change management plan

- Support ongoing communication and change management activities

## 5 Meeting Objectives

To accomplish the Meeting Objectives of this Task Order the Contractor shall participate in the following meetings. Nothing discussed in any meetings or discussions between the Government and the Contractor shall be construed as adding, deleting, or modifying contractual agreement without written authorization from the Contracting Officer.

### ***Meeting Objective 1 – Initial Business/Kickoff Meeting***

Within five (5) business days following the Task Order award date (or other time mutually agreed between the parties), the Contractor representatives will meet with the GSA Contracting Officer, GSA COR, and Government program manager or designee to review the contractor's understanding of the requirements, goals and objectives of this task order. The contractor shall also address the status of any issues that will affect contractor start-up/ramp-up toward achieving full service/support capability. The Contractor shall be responsible for taking minutes of this meeting with coordinated input from all participants.

### ***Meeting Objective 2 – Ad hoc Technical / Work Status / Administrative Meetings***

The Contractor shall, if requested by the Government, participate in monthly status meetings or ad hoc technical meetings or ad hoc work status meetings at a mutually agreeable time and place to discuss tasking, work progress, technical problems, performance issues, or other technical

matters. During these meetings the Contractor shall at least provide accomplishments, problems and issues and planned actions. The Contractor shall take minutes of these meetings and include them in a Monthly Status Report. These meetings will occur at a time and place mutually agreed upon by the parties. The content of meetings shall be documented in writing. Minutes shall be approved by both parties and shall be included in the Government contract file.

***Meeting Objective 3 – Contract Administration Meetings***

The Contracting Officer (CO) may require the authorized Contractor representative to meet or participate in a teleconference with authorized Government personnel as often as deemed necessary to discuss contract performance or administrative issues. The Contractor may also request a meeting with the CO when deemed necessary. The content of meetings shall be documented in writing. Minutes shall be approved by both parties and shall be included in the Government contract file.

## **6 Contract-wide Objectives**

***Contract-wide Objective 1 – Contract and Project Management***

The Contractor shall be solely responsible for managing the work performed in the execution of this contract/order. This includes the responsibility to –

- Assign appropriate resources to each task,
- Maintain clear organizational lines of authority,
- Ensure effective contract task management and administration
- Establish and use proven policies, processes, analyses, and best practices
- Maintain project milestones for each assigned task (as applicable).
- Coordinate all work with the Government's technical representative.
- Update Government representatives on work progress and task milestones during the monthly status meetings.
- Prepare and present a monthly status report of work activities
- Prepare a Funds and Manpower Expenditures Report each month to support any cost reimbursable (not fixed price) amounts invoiced.

***Contract-wide Objective 2 – Subcontract Management***

The Contractor shall be fully responsible for management, control, and performance of any Subcontractor used on this contract. If a Subcontractor is being used, the Prime Contractor must inform the Government. Use of a Subcontractor on the Contractor's team shall not relieve the Prime Contractor of responsibility nor accountability in the execution of this contract/order.

***Contract-wide Objective 3 – Business Relations***

A primary element of project success is the business relationship between the Contractor and Government representatives. Within this context the Government will monitor the Contractor's contribution to business relations and provide feedback when required. The Contractor shall make every effort to establish and maintain clear and constant communication channels with the Government representatives (e.g., CO, COR) of this contract for the purpose of:

- Promptly identifying PWS and/or business relationship issues of controversy and the bilateral development and implementation of corrective action plans.
- Ensuring the professional and ethical behavior of Contractor personnel.
- Maintaining effective and responsive Subcontractor management (if applicable).
- Ensuring the Contractor support team is fully aware and engaged in strengthening the interdependency that exists between the Contractors and their Government counterparts.
- Facilitating Contractor–Government collaboration for continuous improvement in the

conduct of PWS tasks, reducing risks, costs and meeting the mission needs of the Government.

***Contract-wide Objective 4 – Contractor Response***

The contractor shall ensure prompt response to Government inquiries, requests for information or requests for contractual actions.

***Contract-wide Objective 5 – Team Continuity and Employee Retention***

The Government recognizes the benefits in maintaining the continuity of contractor team members. These benefits include but are not limited to retention of corporate knowledge, minimizing loss of project familiarization, maintaining/increasing performance levels, maintaining schedules, and preserving organizational interfaces developed over time. These benefits also accrue to the Contractor. Within the context of effective and efficient personnel management, the Contractor shall take reasonable and appropriate steps to retain the qualified employees staffed against this contract to maintain continuity and performance while effectively reducing costs borne by the Government.

***Contract-wide Objective 6 – Professional Appearance***

Contractor employees shall present a neat and professional appearance appropriate to the work being performed at all times when interacting with Government representatives, working in Government facilities, or representing the Government at meetings or before third parties.

**7 Deliverables**

***Events, Items, Time of Delivery, Place of Delivery***

Support services shall be performed to meet the objectives stated in this task order. The Government may require the Contractor to establish timelines and milestones for completion of tasks and data delivery dates. These shall be documented in writing and shall be binding on the Contractor. Support services and data items shall be delivered to the Government in compliance with the performance measures and quality requirements set forth in the QASP.

The following abbreviations are used in this schedule: NLT: No Later Than

TOA: Task Order Award

All references to Days: Government Workdays

The Contractor shall deliver the data items listed in the table, below:

PWS Ref.	Event or Item Title	Delivery Time	Deliver To
Sec 10	Contractor Employee Non-disclosure Agreement (one for each employee assigned to work on this order)	After award but prior to commencement of performance by each Contractor or Subcontractor employee	Electronically to the GSA ITSS System & email to the CAP COR
Sec 5 Objective 1	Kick-off Meeting	within 10 business days after award or as agreed by the parties	Kickoff with CO, COR, stakeholders

Sec 5 Objective 1	Kick-off Meeting Minutes	within 5 business days after the kick-off meeting	Electronically to the GSA ITSS System & email to the CAP COR
Sec 7 Objective	Monthly Status Report	within 10 calendar days after the month end.	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 1 4.1.1	Leading SAFe	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 1 4.1.2	SAFe Product Owner/Product Manager	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 1 4.1.3	SAFe for Teams	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 1 4.1.4	SAFe Scrum Master	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 1 4.1.5	JIRA Training	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 1 4.1.6	SAFe Advanced Scrum Master (Optional)	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 1 4.1.7	SAFe Release Train Engineer (Optional)	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 1 4.1.8	SAFe DevOps Practitioner (Optional)	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 1 4.1.9	Custom Agile Tool Training (Optional)	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR

Sec 4 Objective 1 4.1.10	SAFe for Government (Optional)	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 1 4.1.11	SAFe Agile Software Engineering (Optional)	At a time mutually agreed upon by FAS/CAP and the Contractor's Program Manager	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.1	Draft project approach	7 days after task initiation	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.2	Final project approach	14 days after task initiation	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.3	Service model organization structure	Due September 30, 2018	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.4	As-is & To-be capability assessment by human capital function	Due October 31, 2018	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.5	FY19 FAS solution rationalization & Human Capital plan	Due November 30, 2018	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.6	As-is & To-be capability assessment by system	Due February 28, 2019	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.7	Draft Service model system roadmap	Due March 30, 2019	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.8	Final Service model system roadmap	Due July 31, 2019	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.9	FY20 strategic plan	Due August 31, 2019	Electronically to the GSA ITSS System & email to the CAP COR

Sec 4 Objective 4.2.10	Organization change management plan	Due September 30, 2019	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.11	Performance Metrics	Due December 31, 2019	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.12	OSM Dashboard	Due March 31, 2020	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.13	2020 Training Plan	Due May 31, 2020	Electronically to the GSA ITSS System & email to the CAP COR
Sec 4 Objective 4.2.14	FAS System Roadmap Implementation Artifacts	Due August 26, 2020	Electronically to the GSA ITSS System & email to the CAP COR

Note: SAFE training deliverables are not to be used/re-used unless by a certified SPC Trainer. Contractor deliverables are due to the Government and uploaded to the ITSS portal with the monthly reports and in a reasonable timeframe.

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

The CAP COR email address will be provided in the task order award document.

#### ***Data Requirements / Descriptions***

Documentation provided in response to the objectives will be in the Contractor's preferred format using standard Microsoft Office products.

#### **Contractor Employee Non-Disclosure Agreement**

The Government will provide a Non-Disclosure Agreement form. The Contractor shall furnish a signed "Contractor Employee Non-Disclosure Agreement" for each Contractor and Subcontractor employee assigned to work under this contract / order, prior to their starting work. (See Section 10)

#### **Funds and Man-Hour Expenditure Report / Cost Performance Report**

This provision applies to the Labor Hour portion of this contract or order only, and not to any fixed priced line items. For all Labor Hour reimbursable line items, the contractor shall provide a Funds and Man-Hour Expenditure Report that provides the current task order accounting information indicated below. The Contractor can determine the format of the report provided it includes, at a minimum, the following information:

- Expenditures for labor and any other charges (if applicable).

- Matrix of Actual hours expended vs. planned and/or funded hours, and an explanation of significant variances between planned and expended hours. The report shall include amounts for the current monthly reporting period and the cumulative actual vs. planned hours and amounts for the entire contract/order up to the report date. (For labor hour CLINs only)
- Burn rates for the current period and the cumulative amount for the entire contract/order up to the report date. The information shall be presented in numerical and chart format for each CLIN. (for labor hour CLINs only)
- Crosswalk of work performed to amounts billed.

In addition, the Funds and Man-Hour Expenditure Report shall include labor charges for actual hours worked and Support Items (if applicable), which are authorized in the task (e.g., travel, training, etc.). Charges shall not exceed the authorized CLIN cost ceilings. The government will not pay any unauthorized charges. Original receipts shall be maintained by the contractor to support charges other than labor hours and made available to government auditors upon request.

### **Monthly Status Report (MSR)**

The contractor shall provide a MSR that briefly summarizes, by task, the management and technical work conducted during the month, as well as business information listed in the CDRL. The contractor shall provide at a minimum the following information:

- Summary of effort, progress and status of all activities/requirements by task linked to deliverables as appropriate
- New work added since the previous Monthly Status Meeting
- Brief summary of activity planned for the next reporting period
- Deliverables submitted for the period by task and linked to the milestone schedule
- All standards followed in support of the requirements
- Staffing
- Milestone updates and schedule changes, issues and/or variances.
- Problems or issues
- Government action requested or required
- Indication of training courses/seminar(s) provided and # of attendees.

### **Other Reports**

Content of other reports is self-explanatory.

## **8 Additional Performance Requirements**

### ***Location of Work***

The primary place of performance for is the contractor's facility.

Agile training under Section 4.1 will be conducted at the General Services Administration building at 1800 F Street, NW, Washington, D.C. Agile trainers must be physically present and must work on-site at the government facility to perform all interactive tasks. Training from a virtual location is not permitted under this task order unless otherwise approved, in writing, by the Contracting Officer or Contracting Officer's Representative. Report preparation and other non-interactive tasks may be performed at the contractor's work location.

Work under Section 4.2 will be performed primarily at the contractor's facility. Meetings will be

held at either the Government's or the Contractor's location depending on availability and circumstances, as mutually agreed by the parties.

### ***Time of Work***

#### **Normal Hours**

For any Contractor employees working on Government facilities will normally work an 8 hour day. Their core duty hours shall be from 9:00 AM to 3:00 PM, Monday through Friday, to coordinate with Government operations. Contractor employees shall be available outside of core hours for scheduled meeting and coordination with government personnel. Otherwise, the Contractor shall be responsible for managing work hours of its employees, provided they are available when necessary to interact with Government employees.

In the event that individual tasks or subtasks require expedited performance or extended work days to meet schedule constraints or work volume, the Government shall communicate that need to the Contractor's Project Manager or Team Lead who, in turn, is responsible for managing the Contractor's labor resources to meet the schedule constraints. Communications regarding expedited performance shall be documented in writing, by email or otherwise, and included in the contract administration file. If Contractor employees are working at Government facilities and task completion deadlines require extended hours, the Government will provide authorization to occupy and use Government facilities beyond normal duty hours.

The Contractor may perform work outside the normal duty hours at its own business location(s) or at the Government furnished facilities, when so authorized. Any Contractor employee working at Government facilities shall observe federal holidays and base closures on the same dates and during the same times as the Government personnel, since Contractor employees shall not have access to the Government facilities during these days and/or times. These holidays are as follows.

#### **Holidays**

The Government shall observe the following holidays:

New Year's Day	Labor Day
Martin Luther King Jr. Day	Columbus Day
Presidents' Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

#### **Government Closures or Shutdown**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, military emergency, and government shut-down or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from Government closures shall be settled through negotiations to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract.

All services to be performed under this contract/order have been determined to be non-essential for performance during a Government closure or shutdown. Should the Government facility be

closed, the Contractor shall be notified by the Contracting Officer, Government Technical Representative, or a local television or radio station. The Contractor is responsible for notifying its employees about these events. Contractor employees are not to report to the Government facility if it is closed and will adhere to delays, unless otherwise specifically instructed otherwise by the Contracting Officer or Government Technical Representative.

#### **Performance at the Contractor's Facilities**

Work performed at Contractor's work locations shall be performed according to the Contractor's standard commercial practice; however, the Contractor representatives at these locations must be available for interaction with Government employees between of 8 AM and 5 PM Eastern time, Monday through Friday unless otherwise agreed upon by the parties, with the exception of government designated holidays or Government closures or shutdowns.

#### **Travel**

Travel is not authorized under this task order.

#### **Limitations on Contractor Performance**

The Contractor shall NOT perform the following functions in connection with the services provided under this task order.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with Government suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allow ability, or allocate ability;
- Vote on a source selection board;
- Supervise government personnel;
- Approve Government requirements or plans;
- Determine government policy.

#### **Privacy Act Requirements**

Work on this project may require that Contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the Contractor. The Contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

#### **Personal Services**

This is not a "Personal Services" contract as defined by FAR 37.104. The government has taken the following steps and precautions to ensure that "Personal Services" employer-employee relationships are not created between government and contractor employees during performance of this task order. Although Contractor employees who furnish services under this contract are subject to Government technical oversight, the Government shall not oversee Contractor employees but shall provide all direction through the Contractor's designated representative(s) who is/are solely responsible for supervising and managing Contractor employees. In further compliance with this regulation:

- All government technical direction or approval of contractor initiated suggestions shall be documented using approved Task Directive Forms or another agreed upon written format.
- All government contract monitors shall communicate with the contractor through the

approved contractor management representative.

- All government representatives responsible for managing this task order shall be briefed on the avoidance of personal services and those actions that represent personal services, prior to assuming their contract responsibilities.

Additionally, the Contractor shall take the following steps to preclude performing, or perception of performing "Personal Services" as stipulated in FAR 37.114(c).

- When answering the phone, Contractor employees shall identify themselves as employees of the firm for which they work, as well as giving other information such as their name or the government office they support.
- Contractor employees shall wear badges that clearly identify them as Contractor employees, in accordance with established Government badge requirements. The badge shall be worn on the outermost garment between the neck and waist as to be visible at all times.

### ***Rehabilitation Act Compliance (Section 508)***

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>

<http://www.access-board.gov/508.htm>

<http://www.w3.org/WAI/Resources>

For this requirement, the Contractor is exempt from the provisions of Section 508 of the Rehabilitation Act of 1973, as amended.

### ***Avoidance and/or Mitigation of Actual or Potential Organizational Conflicts of Interest***

Contractor employees may have access to sensitive government information while performing this work, may be involved in reviewing and assessing the work of other contractors, and may be involved in developing specifications and work statements for subsequent or complementary work. There is a potential for organizational conflicts of interest if the Contractor has ties with firms whose work it will review or if the Contractor is subsequently awarded a contract that uses a

specification or work statement that it prepared. To avoid actual or potential organizational conflicts of interest the Contractor, in conjunction with Government scheduling and oversight controls, must be able to mitigate its relationship with a firm whose work it might review during performance of this Task Order. No specific firm is currently identified but firms may be identified during the course of contract/task order performance. Additionally, the Contractor shall refrain from seeking contracts that incorporate Contractor generated specifications or work statements until it first demonstrates, to the satisfaction of the Contracting Officer, that obtaining such other contracts will not create an actual or potential organizational conflict of interest with work performed on this task order. The Contractor shall comply with the provisions of the task order clauses entitled "Organizational Conflicts of Interest," "Notification of Conflicts of Interest Regarding Personnel," "Limitation of Future Contracting," and "Annual Conflict of Interest Certification" to meet this requirement, which shall be incorporated into the Task Order. Provisions are attached.

## 9 Personnel Requirements

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***NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.***

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### ***Personnel Qualifications – General***

All personnel working on this contract shall meet the following minimum educational and experience requirements.

- All personnel shall have training that is appropriate for the tasks to which they will be assigned according to customary commercial practice.
- All personnel shall have experience that is appropriate for performing the tasks to which they will be assigned.

The Contractor shall furnish adequate documentation to substantiate compliance with this requirement for each assigned staff member. The Contractor shall certify as to the accuracy and completeness of the supporting documentation.

***Note: The Government Project Manager (PM) retains the right to request removal of contractor personnel, regardless of prior clearance or education adjudication status, whose actions, while assigned to this contract/task order clearly conflict with the interests of the government.***

### ***Personnel Qualifications – Agile Trainers (Section 4.1)***

- Experience in training Civilian federal agencies, and/or private industry in Agile methodologies.
- Experience in training Civilian federal agencies, and/or private industry in the most recent version of SAFe.
- Must be able to communicate clearly in English (read, write, speak, and understand).
- Possess a SAFe Program Consultant (SPC) certification, and preferably SPC-4, which certifies to the SAFe 4.0 version or higher. [NOTE: Agile coaches having any other Agile or SAFe certifications, such as Certified Scrum Master, SAFe Agilist (SA) which is typically a prerequisite to SPC certification, SAFe Product Manager, or the Project Management Institute Agile Certified Practitioner (PMI-ACP) are NOT acceptable and will not meet this minimum qualification. CAP

*operates in a SAFe environment and given its enterprise complexity and high political visibility requires SPC certified coaches with experience at the enterprise level.]*

- Have at least 4 or more years of experience with successfully applying SAFe with complex enterprises that have faced demonstrated difficulties transforming into high performance Agile organizations. This experience should include working with complex enterprises that are growing on an Agile Maturity path.
- Have at least 6 years of experience with other various Agile methodologies, including Scrum, and Kanban.

Due to the nature of this requirement, it is anticipated that one of the Agile Program Analysts assigned to this work will also serve as the Contractor's Project Manager or that a separate Project Manager will be minimally involved and not billed as a direct charge.

### **Key Personnel**

#### **Definition & List of Key Personnel**

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replace them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of contract/task order award\*. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

All Key Personnel must be qualified to perform the descriptions of the labor category in which they are placed in accordance with Ascella Technologies, Inc. 8(a) STARS II Government-Wide Acquisition Contract (GWAC), #GS-06F-0674Z.

The following Contractor personnel will be considered to be "Key Personnel" under Section 4.2 of this contract / delivery order and will have the following qualifications:

#### **Business Subject Matter Specialist**

- Experience providing technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.

#### **Business System Analyst**

- Experience providing reviews, analyzes, and evaluating business systems and user needs. Formulates systems to parallel overall business strategies.
- Adept at providing written detailed description of user needs, program functions, and steps required to develop or modify computer programs.
- Experience providing consultation on complex projects and is considered to be the top level contributor/specialist.

#### **IT Subject Matter Specialist**

- Provides extremely high-level subject matter proficiency for work described in the task.
- Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation.

#### **Communications Analyst - Intermediate**

- Experience in the planning, design, and implementation of communications networks.
- Conducts feasibility studies for large projects.

*\*Note: Failure of the Contractor to furnish proposed key personnel shall be viewed as a breach of contract and may be grounds for a default determination by the Government.*

### **Key Personnel Substitution**

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The Contractor's request for a change to key personnel shall be made at least thirty (30) calendar days in advance of any proposed substitution unless circumstances are beyond the Contractor's control and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial contractor key personnel at time of award. Replacement key personnel will be approved via modification to the contract/task order. If the Government CO and the COR determine that the proposed substitution, or the removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this task order, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

### **Staff Maintenance**

It is essential that the Contractor maintain sufficient staffing levels to accomplish all required tasks. During any transition of personnel, the Contractor shall make every effort to maintain manning without loss of service days to the Government. This may necessitate the use of temporarily assigned employees to fill short term gaps between permanently assigned employees.

The Contractor is required to use and/or replace all personnel with those who meet the minimum qualifications as stipulated above, in this PWS Section 9 –Personnel Qualifications and Staff Employee Requirements, and should strive to replace departing personnel with those having appropriate and/or equal qualifications. Failure on the part of the Contractor to employ an adequate number of qualified personnel to perform this work will not excuse the Contractor from failure to perform required tasks within the cost, performance, and delivery parameters of this contract / task order.

### **Contractor Employee Work Credentials**

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

## **10 Security Requirements**

### **Compliance with Security Requirements**

The contractor is required to comply with all security regulations and directives as identified herein and other security requirements as are shown elsewhere in this contract/task order. All personnel identified as Key Personnel shall possess or be able to possess a Tier 2S level security clearance.

### **Personal Identity Verification**

All individuals assigned to this task order must undergo a National Agency Check with Inquiries and Credit (NACIC) and follow GSA's Homeland Security Presidential Directive/HSPD-12 Policy Guidelines. No access shall be given to Government computer information systems and Government sensitive information without a background investigation. Accordingly, the Contractor shall comply with the following Personal Identity Verification clause.

**52.204-9, Personal Identity Verification of Contractor Personnel (Jan 2006)**

(a) The Contractor shall comply with agency personal identity verification procedures identified in Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to federally-controlled facilities or access to a Federal information system.

End of Clause

***Facility Access – Identification Badges***

All contractor personnel assigned to work under this contract/task order, who will be performing work on a Government facility on a regular on-going basis, must be approved to do so. To obtain approval, the contractor must furnish the names of those employees to the COR. Once approved, each employee will be issued an identification badge by the GSA Security Office. Contractor employees must comply with all requirements of the security office that are necessary for them to obtain an identification badge. Identification badges must be shown upon entrance into the Government facility to which contractor personnel are assigned for duty and must be worn so as to be clearly visible at all times while on the government facility. The identification badges will expire one (1) year from the date of issuance or on the date of contract and/or task completion, whichever comes first. The contractor must notify the COR immediately upon termination or transfer of any and all contractor personnel who have been issued identification badges. The contractor must return all badges to the COR, upon their expiration, upon contract/task completion, or in the event an employee is no longer assigned to this contract / task order.

***Sensitive but Unclassified Information***

The preparation of the deliverables in this TO will be completed at a sensitive but unclassified level. Sensitive but Unclassified (SBU) information, data, and/or equipment will only be disclosed to authorized personnel on a Need-To-Know basis. The contractor shall ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected. When no longer required, this information, data, and/or equipment shall be returned to government control; destroyed; or held until otherwise directed. Destruction of items shall be accomplished by tearing into small parts; burning; shredding or any other method that precludes the reconstruction of the material. All sensitive information contained on contractor computers shall be either degaussed or shall use the Department of Defense (DOD) method of a three time overwrite of the sensitive data.

***Non-Disclosure Statement***

Each Contractor employee (including temporary employees) assigned to work under this contract / order shall complete the attached "Contractor Employee Non-Disclosure Agreement". A copy of each signed and witnessed Non-Disclosure agreement shall be submitted to the Government Technical Representative prior to performing any work under this contract.

The Contractor shall not release, publish, or disclose sensitive information to unauthorized

personnel, and shall protect such information in accordance with provisions of the following laws and any other pertinent laws and regulations governing the confidentiality of sensitive information:

18 U.S.C. 641 (Criminal Code: Public Money, Property or Records)

18 U.S.C. 1905 (Criminal Code: Disclosure of Confidential Information) Public Law 96-511  
(Paperwork Reduction Act)

## **11 Quality Assurance and Quality Control**

### ***Contractor Quality Control Plan (QCP)***

Not Applicable

### ***Government Quality Assurance Surveillance Plan (QASP)***

The Government will evaluate Contractor performance under this contract / task order in accordance with the attached Quality Assurance Surveillance Plan (QASP). The purpose of this evaluation is to ensure that Contractor performance meets Government requirements. The QASP also indicates the potential decrease in compensation for unsatisfactory performance due to a reduction in value received. The Government reserves the unilateral right to change the QASP at any time during contract performance provided the changes are communicated to the Contractor by the effective date of the change. The QASP along with its attached "Surveillance Objectives, Measures, and Expectations" and "Performance Evaluation" chart identifies evaluation procedures, PWS items to be evaluated, and the measures against which performance will be evaluated. The QASP is provided as an attachment to this PWS.

## **12 Government Furnished Items**

The Government will provide the following resources to the Contractor for task performance:

### ***Data***

The Government will provide documents, reports, database access, data, and other information as available and as required to facilitate accomplishment of work, as stated within this PWS. These include --

- CAP organizational chart and staff directory
- CAP roster of contractor teams

The contractor is responsible for obtaining data necessary to perform each task if that data is in the public domain and is not otherwise furnished by the government.

### ***Equipment – Tools - Accessories***

For the Agile Program Analyst work under Section 4.2 only, the Government will provide any IT equipment that is essential for performance of this contract/task order. This may include a laptop computer and an E-mail account if these are necessary for network access and communication.

***The Contractor shall immediately terminate Government LAN access and/or transfer LAN access responsibility for any employee terminated or transferred from this contract. This is a condition of GFP.***

For the Agile Training under Section 4.1 only, Government space will be provided within the local travel area at location GSA 1800 F Street NW Washington, DC 20405 and/or other local GSA facilities within the Washington DC metropolitan area for meeting(s), presentation and consultation, if applicable, Government equipment shall be provided such as conference room,

projector, furniture and government's agile set of tools (e.g., Jira and Rally). When Government facilities are utilized in performance of this contract, the Government may provide miscellaneous office supplies (paper, pens, pencils, etc) as required.

Note: Office and workspace and tools such as laptop will not be provided for Initial Agile Assessment or Training tasks. Contractor shall provide all office equipment and supplies necessary to support this SOW; including hardware, software and IT communications systems necessary to efficiently interface with the Government.

### **Materials**

Not applicable to this contract/order.

### **Facilities**

When Government facilities are utilized in performance of this contract, the Government will provide a work space (desk, chair, lighting) and network access.

Workspace at the GSA Headquarters uses the open office concept and is available on a first-come, first-serve basis or is available through the GSA BookIt web based reservation system. The contractor shall return the facilities to the government in the same condition as received, fair wear and tear and approved modifications excepted. These facilities shall only be used for performance of this contract.

***NOTE: All Government-provided products and facilities remain the property of the Government and shall be returned upon completion of the support services. Contractor personnel supporting this requirement shall return all items that were used during the performance of these requirements by the end of the performance period.***

### **Safeguarding Government Furnished Property - Physical Security**

The Contractor shall be responsible for safeguarding all Government property provided for Contractor use. At the end of each work period, Government facilities, property, equipment and materials shall be secured. The Contractor shall be responsible for any damage caused by his personnel to the building, finishes, furnishings, equipment, etc., and shall repair, clean, replace, or restore damaged items to the condition existing immediately prior to the item being damaged.

### **Training**

During the course of this contract / order the Government may require Contractor employees to receive specialized training in areas necessary to allow the Contractor to fulfill the requirements of this contract / order (e.g., Government unique software or software tools, security training). In such cases, Government mandated training shall be considered part of this contract. Such training will be provided by the Government either at no cost to the Contractor or as an allowable cost. Employee time is chargeable during training.

***NOTE: The Contractor shall be responsible for the supervision, training and guidance of its personnel to accomplish this contract / order. Unless specialized training is specifically identified and authorized by the Government, in writing, the Contractor shall not bill the Government as a direct charge to a specific task for employee time spent in training or for the costs of such Contractor required training that is necessary for job eligibility.***

### **Government-Furnish Services**

Not Applicable

### **13 Government Delays in Reviewing Deliverables or Furnishing Items**

If contractor performance or submission of deliverables is contingent upon receipt of government furnished items (data, equipment, materials, facilities, and support) or input, or upon government review and approval of interim items or draft documents (collectively referred to as Government Performance), the government shall specify when it will provide such items or input, or the time it will need to perform reviews or give approvals. If the government fails to meet item, input, review, or approval deadlines, contractor performance or submission of deliverables shall automatically be extended one calendar day for each day of government delay. The contractor shall promptly advise the Contracting Officer of any delays in receipt of government furnished items, input, reviews, or approvals. If dates for Government performance are not specified in this contract/order or associated task directives, this clause will not apply, and contractor delays must be handled or negotiated under other provisions of this contract or order.

### **14 Notices**

#### ***Contracting Officer's Representative (COR)***

The work to be performed under this contract is subject to monitoring by an assigned Contracting Officer's Representative (COR). The COR appointment letter, outlining the COR's responsibilities under this contract/order, will be provided to the contractor under separate cover upon request. Questions concerning COR appointments should be addressed to the Contracting Officer.

#### ***Government – GSA Technical Representatives - Task Management***

In addition to the COR, the Government may assign one or more project officers or technical experts to monitor the work under this contract / task order. The Government Technical Representative may participate in project meetings and review task order deliverables and may provide technical assistance and clarification required for the performance of this task. Refer to the attached QASP for specific information on project monitoring.

### **15 Contact Information**

#### ***Contractor Contacts***

[To be added at time of contract award.]

#### ***Government Contacts***

##### **Contracting Officer's Representative**

Dwayne A. Wilson  
1800 F St NW  
Washington DC 20405  
Phone: 202-297-7235  
Email: [dwayne.wilson@gsa.gov](mailto:dwayne.wilson@gsa.gov)

##### **Contracting Officer**

Primary:  
Julie Green, Contracting Officer  
230 South Dearborn Street, Floor 33  
Chicago, Illinois 60604  
Phone: 312 / 886-3811  
Email: [julie.green@gsa.gov](mailto:julie.green@gsa.gov)

Alternate:  
Eben Greybourne, Contracting Officer  
230 South Dearborn Street, Floor 33  
Chicago, Illinois 60604  
Phone: 312 / 886-3811  
Email: eben.greybourne@gsa.gov

## **16 Additional Provisions**

### ***Data Rights Recommend replacing “Intellectual Property Rights” with this section***

The Government shall have unlimited right to all data generated and delivered under this contract or order. This data shall not be used, published, or distributed by the Contractor without specific permission from the Government.

Additionally, all documented processes, procedures, tools and applications, developed under this Performance Work Statement (PWS) are the property of the Government. All text, electronic digital files, data, new capabilities or modifications of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The Government shall have unlimited rights to all such information/deliverables.

The Government shall have the right to use all commercially developed and privately funded data delivered under this contract or order in accordance with, and subject to, the published agreements and restrictions that accompany that data.

### ***Limited Use of Data***

All data delivered or made available to the Contractor as Government Furnished Data shall remain the property of the Government and shall only be used by the Contractor in the performance of this contract or order. The Government retains all rights to Government Furnished Data.

At the conclusion of this contract/order all Government Furnished Data shall be dealt with according to the disposition instruction provided by the Contracting Office. If the Contracting Officer fails to provide disposition instruction for Government Furnished Data within thirty days of contract/task order end, the Contractor shall return all hard copy data and delete or otherwise destroy all electronic data.

### ***Proprietary Data***

The Contractor shall not employ the use of any proprietary data or software in the performance of this contract without the advanced written consent of the Contracting Officer.

### ***Inspection and Acceptance***

Inspection and acceptance will occur in accordance with the clause entitled Inspection of Services – Time and Material and Labor Hour (FAR 52.246-6) or Inspection of Services – Fixed Price (FAR 52.246-4), as applicable to this task order. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government Technical Representative findings within five (5) work days of normally scheduled review. Unacceptable or unsatisfactory work will be handled as outlined in the QASP. Acceptance of invoices shall constitute acceptance of performance.

Inspection and acceptance shall be at destination.

**Contract Type**

This task order/contract will be awarded using a combination firm fixed price and time and material contract type.

**Ceiling Price Notification**

Per clause 52.323-7, Payments under Time-and-Materials and Labor-Hour Contracts, the contractor is reminded:

– “If at any time the Contractor has reason to believe that the hourly rate payments and travel costs that will accrue in performing this contract in the next succeeding 30 days, if added to all other payments and costs previously accrued, will exceed 85 percent of the ceiling price in the Schedule, the Contractor shall notify the Contracting Officer giving a revised estimate of the total price to the Government for performing this contract with supporting reasons and documentation.”

**Task Order Funding**

It is anticipated that the task order will be incrementally funded. Accordingly, the following provision applies.

**Incremental Funding of Labor Hour or Time & Material Task Orders**

*(GSA 5QZA AOD Acquisition Letter, -3 2009 01 (revised 07-23-09), entitled: Incremental Funding of Labor Hour or Time & Material Task Orders*

*This project may be incrementally funded. If incrementally funded, funds will be added to this task via a unilateral modification as they become available. Contractor shall not perform work resulting in charges to the government that exceed obligated funds.*

*The Contractor shall notify the Contracting Officer in writing, whenever it has reason to believe that in the next 60 days, when added to all costs previously incurred, will exceed 75% of the total amount so far allotted to the contract/order by the Government. The notice shall state the estimated amount of additional funds required to complete performance of the contract/order for the specified period of performance or completion of that task.*

*Sixty days before the end of the period specified in the Schedule, the Contractor shall notify the Contracting Officer in writing of the estimated amount of additional funds, if any, required to continue timely performance under the contract/order or for any further period specified in the Schedule or otherwise agreed upon, and when the funds will be required.*

*The government is not obligated to reimburse the Contractor for charges in excess of the obligated funds and the Contractor is not obligated to continue performance or otherwise incur costs that would result in charges to the government in excess of the amount obligated under this order.*

End of clause

**Material and Material Handling Costs**

Not applicable to this task order.

**Productive Direct Labor Hours**

For work performed under the labor hour line items, the Contractor shall only charge for labor hours when work is actually being performed in connection with this Task Order and not for employees in a “ready” status only. For this task order 1 FTE (full time equivalent = 1960 hours.

***Invoicing and Payment***

The following provision applies and is incorporated into this order by reference - FAR 52.232-7, Payments under Time-and-Materials and Labor-Hour Contracts

The Contractor may invoice for items upon their delivery or services when rendered. Billing and payment shall be accomplished in accordance with contract terms and GSA payment procedures which shall be included in the contract/task order award. The invoice shall reflect the complete project or item charges.

***Payment for Unauthorized Work***

The Contractor will not be paid for the performance of work that is not authorized under this Task Order. No payments will be made for any unauthorized supplies and/or services or for any unauthorized changes to the work specified herein. This includes any services performed by the Contractor on their own volition or at the request of an individual other than a duly appointed CO, COR, or Government Technical Representative. Only a duly appointed CO is authorized to change the specifications, terms, or conditions under this effort.

***Payment for Correction of Defects***

The Contractor will not be paid profit on re-performance of any defective or deficient work.

**Attachments**

***QASP (Quality Assurance Surveillance Plan)***

***Contractor Employee Non-Disclosure Agreement***

***Conflict of Interest Clauses***

## COI CLAUSES - GSA

### ORGANIZATIONAL CONFLICTS OF INTEREST

(a) The Contractor warrants that, to the best of the Contractor's knowledge and belief, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest, as defined in FAR Subpart 9.5, or that the Contractor has disclosed all such relevant information to the Contracting Officer.

(b) The Contractor further warrants that it has no current contracts with the **GSA Common Acquisition Platform (CAP) Project Office**. If the Contractor has other contracts with **GSA Office of Systems Management**, it will notify the Contracting Officer and provide a description of actions which the Contractor has taken or proposes to take, after consultation with the Contracting Officer, to avoid, mitigate, or neutralize any actual or potential conflict of interest.

(c) Prior to commencement of any work, the Contractor agrees to notify the Contracting Officer immediately that, to the best of its knowledge and belief, no actual or potential conflict of interest exists or to identify to the Contracting Officer any actual or potential conflict of interest the firm may have. In emergency situations, however, work may begin but notification shall be made within five (5) working days.

(d) The Contractor agrees that if an actual or potential organizational conflict of interest is identified during performance, the Contractor will immediately make a full disclosure in writing to the Contracting Officer. This disclosure shall include a description of actions which the Contractor has taken or proposes to take, after consultation with the Contracting Officer, to avoid, mitigate, or neutralize the actual or potential conflict of interest. The Contractor shall continue performance until notified by the Contracting Officer of any contrary action to be taken.

(e) Remedies - The GSA may terminate this contract for convenience, in whole or in part, if it deems such termination necessary to avoid an organizational conflict of interest. If the Contractor was aware of a potential organizational conflict of interest prior to award or discovered an actual or potential conflict after award and did not disclose it or misrepresented relevant information to the Contracting Officer, the Government may terminate the contract for cause, debar the Contractor from Government contracting, or pursue such other remedies as may be permitted by law or this contract.

(f) The Contractor agrees to insert in each subcontract or consultant agreement placed hereunder, except for subcontracts or consultant agreements for well drilling, fence erecting, plumbing, utility hookups, security guard services, or electrical services, provisions which shall conform substantially to the language of this clause, including this paragraph (e), unless otherwise authorized by the Contracting Officer.

### NOTIFICATION OF CONFLICTS OF INTEREST REGARDING PERSONNEL

(a) In addition to the requirements of the contract clause entitled "Organizational Conflicts of Interest," the following provisions with regard to employee personnel performing under this contract shall apply until the earlier of the following two dates: the termination date of the affected employee(s) or the expiration date of the contract.

(b) The Contractor agrees to notify immediately the GSA Contracting Officer's Representative (COR) and the Contracting Officer of (1) any actual or potential personal conflict of interest with regard to any of its employees working on or having access to information regarding this contract, or (2) any such conflicts concerning subcontractor employees or consultants working on or having access to information regarding this contract, when such conflicts have been reported to the Contractor. A personal conflict of interest is defined as a relationship of an employee, subcontractor employee, or consultant with an entity that may impair the objectivity of the employee, subcontractor employee, or consultant in performing the contract work.

(c) The Contractor agrees to notify each GSA Contracting Officer's Representative (COR) and Contracting Officer prior to incurring costs for that employee's work when an employee may have a personal conflict of interest. In the event that the personal conflict of interest does not become known until after performance on the contract begins, the Contractor shall immediately notify the Contracting Officer of the personal conflict of interest. The Contractor shall continue performance of this contract until notified by the Contracting Officer of the appropriate action to be taken.

(d) The Contractor agrees to insert in any subcontract or consultant agreement placed hereunder, except for subcontracts or consultant agreements for well drilling, fence erecting, plumbing, utility hookups, security guard services, or electrical services, provisions which shall conform substantially to the language of this clause, including this paragraph (d), unless otherwise authorized by the Contracting Officer.

#### LIMITATION OF FUTURE CONTRACTING

(a) The parties to this contract agree that the Contractor will be restricted in its future contracting in the manner described below. Except as specifically provided in this clause, the Contractor shall be free to compete for contracts on an equal basis with other companies.

(b) The Contractor and any subcontractors, during the life of this contract, shall be ineligible to enter into any contract with or for the **GSA Office of Integrated Award Environment** without first providing a description of actions which the Contractor has taken or proposes to take to avoid, mitigate, or neutralize any actual or potential conflict of interest with regard to performance of this contract to the Contracting Officer and receiving approval to proceed.

(c) The Contractor agrees in advance that if any bids/proposals are submitted for any work that would require written approval of the Contracting Officer prior to entering into a contract subject to the restrictions of this clause, then the bids/proposals are submitted at the Contractor's own risk. Therefore, no claim shall be made against the Government to recover bid/proposal costs as a direct cost whether the request for authorization to enter into the contract is denied or approved.

(d) To the extent that the work under this contract requires access to proprietary or confidential business or financial data of other companies, and as long as such data

remains proprietary or confidential, the Contractor shall protect such data from unauthorized use and disclosure.

(e) The Contractor agrees to insert in each subcontract or consultant agreement placed hereunder, provisions which shall conform substantially to the language of this clause, including this paragraph (h), unless otherwise authorized by the Contracting Officer.

(f) If the Contractor seeks an expedited decision regarding its initial future contracting request, the Contractor may submit its request to both the Contracting Officer and the next administrative level within the Contracting Officer's organization.

(g) A review process available to the Contractor when an adverse determination is received shall consist of a request for reconsideration to the Contracting Officer or a request for review submitted to the next administrative level within the Contracting Officer's organization. An adverse determination resulting from a request for reconsideration by the Contracting Officer will not preclude the Contractor from requesting a review by the next administrative level. Either a request for review or a request for reconsideration must be submitted to the appropriate level within 30 calendar days after receipt of the initial adverse determination.

#### ANNUAL CONFLICT OF INTEREST CERTIFICATION

(a) The Contractor shall submit an annual conflict of interest certification to the Contracting Officer. In this certification, the Contractor shall certify annually that, to the best of the Contractor's knowledge and belief, all actual or potential organizational conflicts of interest have been reported to GSA. In addition, in this annual certification, the Contractor shall certify that it has informed its personnel who perform work under this contract of their obligation to report personal and organizational conflicts of interest to the Contractor. Such certification must be signed by a senior executive of the company and submitted in accordance with instructions provided by the Contracting Officer.

(b) The initial certification shall be submitted with the Contractor's proposal and shall cover the one-year period from the date of contract award. All subsequent certifications shall cover successive annual periods thereafter, until expiration or termination of the contract. The certifications must be received by the Contracting Officer prior to the commencement of each annual or option contract period.

## CONTRACTOR EMPLOYEE NON-DISCLOSURE AGREEMENT

### *Commitment To Protect Non-Public Information*

Access to sensitive information from the files of the U.S. General Services Administration is required in the performance of my official duties under 8(a) STARS II contract number GS-06F-0674Z, task/delivery order number ID16180002 between the General Services Administration and my employer, Ascella Technologies, Inc.

I agree that I shall not release, publish, or disclose such information to unauthorized personnel, and I shall protect such information in accordance with relevant laws and regulations available for research and review at any Law Library. Among these laws may be various provisions of:

- a) 18 U.S.C. 641 (Criminal Code: Public Money, Property or Records; 2 pgs. long)
- b) 18 U.S.C. 1905 (Criminal Code: Disclosure of Confidential Information; 2 pgs. long)
- c) Public Law 96-511 (Paperwork Reduction Act; Encyclopedic in length)

I affirm that I have received a written and/or verbal briefing by my company concerning my responsibilities under this agreement. I understand that violation of this agreement may subject me to criminal and civil penalties.

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Employee Signature	Date
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---

Employee's typed/printed name

---

Witness Signature	Date
-------------------	------

---

Witness's typed/printed name

Distribution:  
GSA Contracting Officer  
GSA Project Officer  
Vendor's Project Officer  
Vendor's Contract Management  
Individual Signatory



# **REQUEST FOR QUOTE**

**(NON-COMPETITIVE)**

## **INSTRUCTIONS AND INFORMATION FOR THE OFFEROR**

**Issued by GSA Region 5, Federal Acquisition Service, Acquisition Operations Division**

**Project Name: Agile Training and Program Support Services**

**ITSS Solicitation #: ID16180002**

**Contract Type: Unless otherwise negotiated, this Task order is being solicited and will be awarded using the following contract type.**

☐ firm fixed-priced, ☐ labor hour Task Order, ☒ Combination FFP- Labor Hour or Time and Materials.

(double click box and select "not checked" or "checked")

**Requiring Activity: GSA Common Acquisition Platform**

**Contractor: Ascella Technologies, Inc.**

**Federal Supply Schedule: IT Schedule 70 Information Technology Equipment, Software, and Service**

**Contract #: GS-06F-0674Z, 8(a) STARS II**

**NAICS Code: 541519 Other Computer Related Services**

**Product Service Code: D399 Other IT and Telecommunications**

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## 1. Introduction

The Federal Acquisition Service, General Services Administration, Region 5, on behalf of the GSA Common Acquisition Platform (CAP) hereby issues a request for quote (RFQ) under the referenced 8(a) STARS II contract. Identifying information is provided on this title page of this RFQ.

Unless otherwise stated, the terms and conditions of the 8(a) STARS II contract upon which this requirement is based apply to this task order.

This task order is for the purchase of services that fall within the scope of the project title and work description.

## 2. Schedule of Items and Prices

The contractor shall submit a price proposal based on its 8(a) STARS II contract labor rates (OR item rates). Further discounts are requested consistent with the size of this requirement.

### Base Period:

CLIN 1001: Leading SAFe course in accordance with PWS 4.1.1, total FFP = \$xx.xx

CLIN 1002: SAFe Product Owner/Product Manager (POPM) course in accordance with PWS 4.1.2, total FFP= \$xx.xx

CLIN 1003: SAFe for Teams (SP) Seminar in accordance with PWS 4.1.3, for up to 50 Agile Release Train participants, total FFP = \$xx.xx

CLIN 1004: Optional SAFe for Teams (SP) in accordance with PWS 4.1.3, price for each participant over 50 (51-150), NTE 100 participants, rate = \$xx.xx, total NTE amounts = \$xx.xx

CLIN 1005: SAFe Scrum Master (SSM) course in accordance with PWS 4.1.4, total FFP = \$xx.xx

CLIN 1006: JIRA training in accordance with PWS 4.1.5, total FFP = \$xx.xx

CLIN 1007: Optional SAFe Advanced Scrum Master (SASM) in accordance PWS 4.1.6, total FFP = \$xx.xx

CLIN 1008: Optional SAFe Release Train Engineer (RTE) course in accordance with PWS 4.1.7, FFP= \$xx.xx

CLIN 1009: Optional SAFe DevOps Practitioner (SDP) course in accordance with PWS 4.1.8, FFP = \$xx.xx

CLIN 1010: Optional Custom Agile Tools training in accordance with PWS 4.1.9, FFP = \$xx.xx

CLIN 1011: Optional SAFe for Government (beta) course in accordance with PWS 4.1.10, FFP = \$xx.xx

CLIN 1012: Optional SAFe Agile Software Engineering (beta) in accordance with PWS 4.1.11, FFP = \$xx.xx

CLIN 1013: Business Subject Matter Specialist, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx

CLIN 1014: Business Systems Analyst – Intermediate, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx

CLIN 1015: IT Subject Matter Specialist, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx

CLIN 1016: Communications Analyst – Intermediate, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx

Base TOTAL Not to Exceed \$xx.xx

**Option 1 Period:**

CLIN 2001: Leading SAFe course in accordance with PWS 4.1.1, total FFP = \$xx.xx  
CLIN 2002: SAFe Product Owner/Product Manager (POPM) course in accordance with PWS 4.1.2, total FFP= \$xx.xx  
CLIN 2003: SAFe for Teams (SP) Seminar in accordance with PWS 4.1.3, for up to 50 Agile Release Train participants, total FFP = \$xx.xx  
CLIN 2004: Optional SAFe for Teams (SP) in accordance with PWS 4.1.3, price for each participant over 50 (51-150), NTE 100 participants, rate = \$xx.xx, total NTE amounts = \$xx.xx  
CLIN 2005: SAFe Scrum Master (SSM) course in accordance with PWS 4.1.4, total FFP = \$xx.xx  
CLIN 2006: JIRA training in accordance with PWS 4.1.5, total FFP = \$xx.xx  
CLIN 2007: Optional SAFe Advanced Scrum Master (SASM) in accordance PWS 4.1.6, total FFP = \$xx.xx  
CLIN 2008: Optional SAFe Release Train Engineer (RTE) course in accordance with PWS 4.1.7, FFP= \$xx.xx  
CLIN 2009: Optional SAFe DevOps Practitioner (SDP) course in accordance with PWS 4.1.8, FFP = \$xx.xx  
CLIN 2010: Optional Custom Agile Tools training in accordance with PWS 4.1.9, FFP = \$xx.xx  
CLIN 2011: Optional SAFe for Government (beta) course in accordance with PWS 4.1.10, FFP = \$xx.xx  
CLIN 2012: Optional SAFe Agile Software Engineering (beta) in accordance with PWS 4.1.11, FFP = \$xx.xx  
CLIN 2013: Business Subject Matter Specialist, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx  
CLIN 2014: Business Systems Analyst – Intermediate, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx  
CLIN 2015: IT Subject Matter Specialist, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx  
FFP = \$xx.xx  
CLIN 2016: Communications Analyst – Intermediate, in accordance with PWS 4.2, 1 FTE, monthly price = \$xx.xx, annual total FFP = \$xx.xx

Option 1 TOTAL Not to Exceed \$xx.xx

**Option 2 Period:**

CLIN 3001: Leading SAFe course in accordance with PWS 4.1.1, total FFP = \$xx.xx  
CLIN 3002: SAFe Product Owner/Product Manager (POPM) course in accordance with PWS 4.1.2, total FFP= \$xx.xx  
CLIN 3003: SAFe for Teams (SP) Seminar in accordance with PWS 4.1.3, for up to 50 Agile Release Train participants, total FFP = \$xx.xx  
CLIN 3004: Optional SAFe for Teams (SP) in accordance with PWS 4.1.3, price for each participant over 50 (51-150), NTE 100 participants, rate = \$xx.xx, total NTE amounts = \$xx.xx  
CLIN 3005: SAFe Scrum Master (SSM) course in accordance with PWS 4.1.4, total FFP = \$xx.xx  
CLIN 3006: JIRA training in accordance with PWS 4.1.5, total FFP = \$xx.xx  
CLIN 3007: Optional SAFe Advanced Scrum Master (SASM) in accordance PWS 4.1.6, total FFP = \$xx.xx  
CLIN 3008: Optional SAFe Release Train Engineer (RTE) course in accordance with PWS 4.1.7, FFP= \$xx.xx  
CLIN 3009: Optional SAFe DevOps Practitioner (SDP) course in accordance with PWS 4.1.8, FFP = \$xx.xx

CLIN 3010: Optional Custom Agile Tools training in accordance with PWS 4.1.9, FFP = \$xx.xx  
CLIN 3011: Optional SAFe for Government (beta) course in accordance with PWS 4.1.10, FFP = \$xx.xx  
CLIN 3012: Optional SAFe Agile Software Engineering (beta) in accordance with PWS 4.1.11, FFP = \$xx.xx

Option 2 TOTAL Not to Exceed \$xx.xx

Task Order TOTAL Not to Exceed \$xx.xx

Note: The Contractor will only perform labor hour work after receiving written authorization to proceed by task order modification or direction given by the Contracting Officer's Representative. Contract Line Item Numbers (CLINs) for training courses may be exercised more than once in their respective contract period. Full Time Equivalent (FTE) = 1,960 hours.

### **3. Performance Work Statement / Statement of Work**

The contractor shall perform the specific work objectives and tasks, and furnish the deliverables that are identified in the attached PWS (Performance Work Statement) or SOW (Statement of Work).

### **4. Delivery Requirements**

#### ***Time of Delivery/Period of Performance***

This task order has a twelve month base period commencing on the date of award and two twelve-month option periods. The optional periods of performance may be awarded at the sole discretion of the government in accordance with the clause entitled Option to Extend the Term of the Contract (Mar 2000) (FAR 52.217-9), which will be included in the task order award in full text.

#### ***Place of Delivery – Location of Performance***

Delivery and performance information is provided in the attached PWS / SOW.

### **5. Proposal Contents**

Quotes must –

- Confirm that the offeror will furnish the item(s) or services described in this Bill of Materials / Performance Work Statement / Statement of Work.
- If individual contractor personnel are proposed for this effort, provide applicable management and staffing information.
  - Identify the personnel who are proposed for each labor category.
  - Include resume for each identified key personnel
  - Identify any proposed teaming or subcontracting arrangements.
- Confirm that the offeror will perform work and deliver items according to the government's work statement and delivery schedule.
- Verify compliance with an security requirements identified in the PWS or SOW.
- State the offered firm fixed-price or time and material price of the item(s) based on the Government-wide Acquisition Contract (GWAC) pricing. The price quote shall reflect the complete costs to perform the stated requirements.

*Note: If travel is identified in the PWS/SOW the following stipulations apply. Local travel from a contractor employee's residence to the contractor's work location or government work location is not reimbursable. Travel to remote locations (farther than 50 miles from the place of work) is reimbursable and shall be approved prior to travel and performed and reimbursed according to the Joint Travel Regulations (JTR) and applicable provision in the GWAC.*

- Reference the Solicitation number provided in the title of this document.
- Warranty: provide a copy of the offeror's commercial warranty, if applicable.
- Confirm compliance with Section 508 of the Rehabilitation Act of 1973. *[All services and/or products provided in response to this solicitation shall comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR Part 1194).]*
- Confirm SAM (System for Award Management) registration. *[The Contractor must be registered in SAM to receive an award in response to this solicitation. Vendors may register at <http://www.sam.gov>.]*
- Confirm compliance with the terms and conditions contained in this solicitation and its supporting documents.

## 6. Proposal / Quotation Submission

### ***Submission of Quote***

This requirement is being solicited and the offeror must submit its quote electronically through the GSA ASSIST/ Information Technology Solution Shop (ITSS) procurement portal ([web.ITSS.gsa.gov](http://web.ITSS.gsa.gov)) under the solicitation number noted above. If you have technical difficulties using the ITSS system please contact GSA ITSS Technical Support at <https://portal.fas.gsa.gov/group/aasbs-portal/itss-home>, or by calling toll free 877 / 243-2889 and follow the prompts.

### ***ITSS Registration Requirement***

This requirement is being solicited and will be awarded and administered through the GSA Information Technology Solution Shop (ITSS) procurement portal under the solicitation number noted above. **Offerors must be registered in the ITSS system to be considered for award. If your company is not registered in the ITSS system, it is highly recommended you complete your registration prior to the due date for Government receipt of quotations to ensure timely processing of your response.** Instructions for registering are provided on the web site (<https://portal.fas.gsa.gov/group/aasbs-portal/itss-home>), lower left hand corner of the web page. If you have technical difficulties registering or using the ITSS system please contact GSA ITSS Technical Support by calling toll free 877 / 243-2889 and following the prompts (currently press #2 for registration).

### ***ITSS Attachment Restrictions***

Quotations must conform to formats compatible with Microsoft Office software (i.e., MS Word, MS Excel, etc.) with all external objects embedded (not linked) or Portable Document Format (.pdf). *[Note: This stipulation is for compatibility with government software, only, and is not an endorsement of Microsoft Corporation, Adobe Systems, Inc.,*

*or other manufactures of compatible software or of their products.]* Multimedia files will not be accepted, e.g., QuickTime or Windows Media Player, RealPlayer, etc. GSA electronic systems will accept documents up to 2MB in size, each; although, larger documents may be accepted. The number of documents is not restricted.

## **7. Proposal Review**

The quote will be reviewed for compliance with the PWS, GWAC provisions and pricing. Additionally, quoted labor categories, level-of-effort, labor mix, labor rates, and prices or quoted item prices (whichever apply) will be verified to ensure that they are appropriate to perform the work, fair, and reasonable.

## **8. Task order Award**

### ***Basis of Award***

The Government will make an award resulting from this solicitation (RFQ/RFP) based on the provisions of Government-wide Acquisition Contract and this solicitation.

### ***Award Format and Contents***

The task order resulting from this solicitation will be awarded electronically on a GSA Form 300 in the GSA ITSS system. The vendor receiving the award will be notified by email through the ITSS system automated notification function. The Task order will contain all applicable vendor, product identification, order processing, price, and invoicing and payment information.

## **9. Quality Assurance / Quality Control**

An order resulting from this solicitation will be subject to the quality assurance and quality control provisions of the Contractor's Quality Control Plan (if required by the PWS/SOW) and the Government's Quality Assurance Surveillance Plan.

## **10. Invoicing and Payment**

Invoicing and payment information will be provided in the resulting task order.

## **11. Proposal Preparation and Pre-Award Costs**

This RFQ does not commit the Government to pay any quote preparation and submission or other pre-award costs.

## **12. Representations and Certifications**

The Government shall rely on the offeror's Representations and Certifications, as submitted in response to the applicable GWAC contract when making any award based on this solicitation.

## **13. Subcontracting Plan**

If the offeror is other than a small business, the government shall rely on the offeror's Subcontracting Plan, as submitted in response to the applicable GWAC when making any award based on this solicitation.

## **14. Funding**

The Government intends to fully fund this requirement. In the event the Government is unable to fully fund this requirement, the appropriate incremental funding provisions will be included in the task order award.

## **15. Privacy**

Information received by the Government, from vendors, in response to this solicitation that is subject to the Privacy Act shall be used in complete accordance with all rules of conduct as applicable to Privacy Act Information.

## **16. Requests for Changes, Clarifications or Additional Information**

The government Contracting Officer is the offeror's single point of contact for questions, clarifications, comments, and additional information regarding this solicitation. **ADDRESS ALL QUESTIONS REGARDING THIS SOLICITATION TO THE CONTRACTING OFFICER BEFORE PROPOSALS OR QUOTATIONS ARE DUE.**

Additionally, no representative of the vendor or the Government is authorized to negotiate or otherwise change the terms and conditions of this solicitation, or enter into any additional agreements regarding this solicitation without the written approval of the Contracting Officer.

Address correspondence to –

Primary  
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Contract Specialist  
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Federal Acquisition Service, Great Lakes Region  
Acquisition Operations Division  
230 S. Dearborn, 3800  
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Federal Acquisition Service, Great Lakes Region  
Acquisition Operations Division  
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Chicago, IL 60604  
Office Phone: (312) 886-3811  
eben.greybourne@gsa.gov

## **17. Clauses Incorporated by Reference**

The following clauses will be incorporated into this task order by reference.

FAR 52.204-2, Security Requirements  
FAR 52.239-1, Privacy or Security Safeguards  
FAR 52.204-21, Basic Safeguarding of Covered Contractor Information Systems  
GSAR 552.204-9, Personal Identity Verification Requirements  
GSAR 552.239-70, Information Technology Security Plan and Security Authorization

Safeguarding Sensitive Data and Information Technology Resources

(a) In accordance with FAR 39.105, this section is included in the contract.

(b) This section applies to all who access or use GSA information technology (IT) resources or sensitive data, including awardees, contractors, subcontractors, lessors, suppliers and manufacturers.

|

(c) The GSA policies as identified in paragraphs (d), (e) and (f) of this section are applicable to the contract. These policies can be found at <http://www.gsa.gov/directives> or <https://insite.gsa.gov/directives>.

(d) All of the GSA policies listed in this paragraph must be followed.

(1) CIO P 1878.2A Conducting Privacy Impact Assessments (PIAs) in GSA

(2) CIO P 2100.1 GSA Information Technology (IT) Security Policy

(3) CIO P 2180.1 GSA Rules of Behavior for Handling Personally Identifiable Information (PII)

(4) CIO 9297.1 GSA Data Release Policy

(5) CIO 9297.28 GSA Information Breach Notification Policy

(e) All of the GSA policies listed in this paragraph must be followed, when inside a GSA building or inside a GSA firewall.

(1) CIO P 2100.28 GSA Wireless Local Area Network (LAN) Security

(2) CIO 2100.38 Mandatory Information Technology (IT) Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities

(3) CIO 2104.1A GSA Information Technology IT General Rules of Behavior

(4) CIO 2182.2 Mandatory Use of Personal Identity Verification (PIV) Credentials

(5) ADM P 9732.1 D Suitability and Personnel Security

(f) The GSA policies listed in this paragraph must be followed, if applicable.

[Contracting Officer check all policies that apply.]

(1) ☐ CIO 2102.1 Information Technology (IT) Integration Policy

(2) ☒ CIO 2105.1 C GSA Section 508: Managing Electronic and Information Technology for Individuals with Disabilities

(3) ☐ CIO 2106.1 GSA Social Media Policy

(4) ☒ CIO 2107.1 Implementation of the Online Resource Reservation Software

(5) ☒ CIO 2108.1 Software License Management

(6) ☒ CIO 2160.29 GSA Electronic Messaging and Related Services

(7) ☒ CIO 2160.4A Provisioning of Information Technology (IT) Devices

(8) ☒ CIO 2162.1 Digital Signatures

(9) ☒ CIO P 2165.2 GSA Telecommunications Policy

(g) The contractor and subcontractors must insert the substance of this section in all subcontracts.

## 18. Clauses Incorporated in Full Text

### Option to Extend Services

As prescribed in FAR [17.208](#)(f), the following clause applies to this task order.

#### Option to Extend Services (Nov 1999)(FAR 52.217-8)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within one day of task order expiration.

(End of clause)

### <b>Option to Extend the Term of the Contract</b>

As prescribed in FAR [17.208](#)(g), the following clause applies to this task order.

#### Option to Extend the Term of the Contract (Mar 2000) (FAR 52.217-9)

(a) The Government may extend the term of this contract by written notice to the Contractor within 1 day prior to the end of the current performance period; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five years.

(End of clause)

## 19. Attachments

PWS / SOW (including attachments)